

# Hannes Zwarts

B.OPTOM.(RAU), Oc.Diag.Cert. (UKZ-N) , F.O.A. (SA)

OPTOMETRIST

CONTACT LENS PRACTITIONER

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Ermelo  
PR.No : 0158569  
Tel : (017) 811-2363  
Fax : (017) 811-2386  
lawrencez@telkomsa.net  
Dros Centre



P.O. Box 1335  
Ermelo, 2350  
www.lzoptometrists.co.za

Bethal  
PR. No : 0413569  
Tel : 017 647 2820/2805  
Fax : 017 647 1391  
bethal@lzoptometrists.co.za  
Spur Centre

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Thank you for visiting Hannes Zwarts Optometrists. Your privacy is important to us. To better protect your privacy, we provide this notice explaining our information practices and the choices you can make about the way your information is collected and used at this practice. Our practice takes precautions to keep the personal information disclosed to us secure, and we will not intentionally disclose such information to third parties for commercial purposes. To prevent unauthorised access, maintain data accuracy, and to ensure the appropriate use of information, we have put in place electronic safeguards, as well as, internal organisational procedures to safeguard and secure the information that you provide.

## Privacy Policy

### Collection, Use and Disclosure of Personal Information

#### What personal information do we collect?

We collect the following personal information:

- **Identification** and **Contact** information (name, address, date of birth, emergency contact, etc.)
- **Billing** information (Medical scheme benefit option/plan)
- **Health** information (symptoms, diagnosis, medical history, test results, reports and treatment, record of allergies, prescriptions, etc.)

#### Limits on collection

We collect only the information that is required to provide care, administrate the care that is provided, and communicate with you. We do not collect any other information, or allow information to be used for other purposes, without your express (i.e. verbal or written) consent – except where authorised to do so by law.

#### When and to whom do we disclose personal information?

**Implied consent for provision of care:** By virtue of seeking care from us, your consent is implied (i.e. assumed) for your information to be used by this office to provide you with care, and to share with other providers involved in your care.

**Disclosure to other health care providers:** Relevant health information is shared with other providers involved in your care, including (but not limited to) other practitioners and specialists, pharmacists, lab technicians, nutritionists, physiotherapists and occupational therapists.

**Disclosures authorised by law:** There are limited situations where we are legally required to disclose your personal information without your consent. These situations include (but are not limited to) reporting infectious diseases and fitness to drive, or by court order.

**Disclosures to all other parties:** Your express consent is required before we will disclose your information to third parties for any purpose other than to provide you with care or unless we are authorised to do so by law. Examples of disclosures to other parties requiring your express consent include (but are not limited to) third party medical examinations, enrolment in clinical (research) trials.

### **Can you withdraw consent?**

You can withdraw your consent to have your information shared with other health care providers or other parties at any time, except where the disclosure is authorised by law. However, please discuss this with your practitioner first.

## **Patient Rights**

### **How do you access the personal information held by this office?**

You have the right to access your record in a timely manner. If you request a copy of your record, one will be provided to you at a reasonable cost. If you wish to view the original record, one of our staff must be present to maintain the integrity of the record, and a reasonable fee may be charged for this access. Patient requests for access to the medical record can be made in writing to our Information Officer in terms of our Promotion of Access to Information Act, Section 51 Manual (see office address at top of Policy).

### **Limitations on access**

In extremely limited circumstances you may be denied access to your records, but only if providing access would create a significant risk to you or to another person.

### **What if you feel your record is not accurate?**

We make every effort to ensure that all of your information is recorded accurately. If an inaccuracy is identified, you can request that a note be made to reflect this on your file.

## **Office Safeguards**

### **How secure is your information?**

Safeguards are in place to protect the security of your information. These safeguards include a combination of physical, technological and administrative security measures that are appropriate to the sensitivity of the information. These safeguards are aimed at protecting personal information against loss or theft, as well as unauthorised access, disclosure, copying, use or modification.

### **What is our communications policy?**

We protect personal information regardless of the format. Specific procedures are in place for communicating by phone, email, fax, and post/courier.

**How long do we keep information?**

We retain patient records as required by law and professional guidelines.

**How do we dispose of information when it is no longer required?**

When information is no longer required, it is destroyed in a secure manner, according to set procedures that govern the storage and destruction of personal information.

**Complaints process**

If you believe that this office has not replied to your access request or has not handled your personal information in a reasonable manner, please address your concerns first with your optometrist. You may also choose to make a complaint to the HPCSA.

**Hannes Zwarts**