

## **WS Audiology South Africa (Pty) Ltd Privacy Notice**

### **Introduction:**

The Privacy Notice explains how WS Audiology South Africa (Pty) Ltd obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

At WS Audiology South Africa (Pty) Ltd we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

### **Who we are:**

We are an international company trading as a wholesaler distributing and repairing hearing aids for the audiology community.

### **The type of personal information we collect:**

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements and delivering services accordingly. For this purpose, we will collect contact details including your name, contact number and email address.

### **How we get the personal information and what we use it for:**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- The information will be collected directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.
- Information collected will be provided to us by you where we will have access to your name, surname, email address and contact details.
- Information provided will be regarding services provided at WS Audiology South Africa (Pty) Ltd.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information.

We use the information that you have given us in order to:

- We will use your personal information only for the purposes for which it was collected and agreed with you.
- Personal information such as contact details will be obtained in order for WS Audiology South Africa (Pty) Ltd to contact you regarding any enquiries made relating to and not limited to the services we provide.

We may share this information with:

- We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.
- Information is shared with relevant departments to who the enquiry is meant for. Each department ensures strict confidentiality, security and privacy are maintained.

**When will we process your personal information:**

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;
  - The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
  - The processing complies with an **obligation** imposed by law on the business;
  - The processing protects a **legitimate** interest of the data subject;
  - The processing is necessary for the proper performance of a **public law** duty by the business;
- Or
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

**How we store your personal information:**

Your information is securely stored:

- All customer applications and personal information is stored on the server of WS Audiology South Africa (Pty) Ltd.
- Only the Finance department have access to this server.
- Patient details received on order are captured onto INFOR and OCM to create the customer order, whereafter all this information is filled and stored in the warehouse file room.

We keep your information for as long as the information is used and at least 1 year thereafter, should the information become obsolete. We will then dispose your information securely when no longer required. The information will be disposed of correctly in line with the companies Data Destruction Policy as well as applicable legislation, ensuring the proper destruction and removal of data in such a way that it will no longer be accessible or retrievable.

**Your data protection rights:**

- You are entitled to access your personal data by sending a written request to Michelle Reyneke email address [michelle.reyneke@wsa.com](mailto:michelle.reyneke@wsa.com) or Irma Wilden email address [irma.wilden@wsa.com](mailto:irma.wilden@wsa.com). We may charge you a fee for this service as set out in terms of Condition 8 of POPIA.
- You may also request WS Audiology South Africa (Pty) Ltd to correct or supplement any of your personal data which WS Audiology South Africa (Pty) Ltd will undertake as soon as practicable.
- Request the destruction of your personal data. Welmarie Oosthuizen our Information Officer and Irma Wilden, our Deputy Information Officers will consider your request in light of any other laws or regulations prohibiting WS Audiology South Africa (Pty) Ltd from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [011 399 5940](tel:0113995940) if you wish to make a request.

**Contact details:**

**Information Officer:**

Name: Welmarie Oosthuizen

Address: Constantia Office Park, Block 16, Ground Floor

Vlakhaas avenue

Roodepoort

1709

Phone Number: 067 429 1745

E-mail: [welmarie.oosthuizen@wsa.com](mailto:welmarie.oosthuizen@wsa.com)

**Deputy Information Officer:**

Name: Irma Wilden

Address: Constantia Office Park, Block 16, Ground Floor

Vlakhaas avenue

Roodepoort

1709

Phone Number: 071 360 1985

E-mail: [Irma.wilden@wsa.com](mailto:Irma.wilden@wsa.com)

**How to complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us at [011 399 5940](tel:0113995940)

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

**Their contact details are as follows:**

**The Information Regulator (South Africa)**

33 Hoofd Street

Forum III, 3rd Floor Braampark

P.O Box 31533

Braamfontein, Johannesburg, 2017

**Complaints** email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)