

## **PRIVACY STATEMENT**

Chase Valley Veterinary Clinic's business is to provide preventative and healthcare services to domestic animals. This includes dentistry and surgery. In addition, we provide and sell pet supplies, *inter alia* pet food, toys, and accessories.

To achieve our objectives, Chase Valley Veterinary Clinic requires to collect and use the personal information of individuals and legal entities.

We value the importance of privacy and are committed to comply with the Protection of Personal Information Act (POPIA) to ensure we use your personal information lawfully and securely.

We have well-skilled and equipped information officers who ensure that Chase Valley Veterinary Clinic complies with its legal obligations, policies, and security requirements.

## **GUIDING PRINCIPLES**

We are guided by the following principles when personal information is processed:

- Personal information shall be obtained lawfully not excessively and with consent where possible or if necessary unless legal justification exists. We will collect personal information directly from you as far as possible and we may ask third parties for information only when necessary and as provided for by law.
- We will only obtain personal information for a specified purpose to carry out and pursue our business and related operational interests. We do not sell personal information as a commodity.
- We will not further process your information in any manner incompatible with its original purpose, unless it is legally justifiable, or we have obtained your consent to do so.
- Your information may be kept in printed or electronic format for as long as may be legally required.
- We will ensure your information is of good quality which means it must be adequate, relevant, not misleading and, where necessary, kept up to date. We depend on you to tell us when information needs to be updated.
- We will only share information to achieve our specific business goals or if required

to do so by law.

- We will keep you informed when your information is being collected.
- We will ensure that technical and organisational safeguards and measures are in place to protect and guard against unauthorised or unlawful processing of your information and against accidental loss or destruction of, or damage to, your data.
- We will respect your rights under POPIA.
- We will not transfer your information to another country unless the person in that country has an adequate level of protection in place.

## **YOUR RIGHTS**

We respect your rights as provided for in POPIA.

- To have personal information processed in accordance with the laws which includes the right to withdraw consent.
- To be notified about why personal information is being collected.
- To be notified when personal information was accessed and/or acquired by an unauthorised party.
- To know that we hold personal information and to request access to it.
- To request the correction, destruction, or deletion of personal information.
- To object, on reasonable ground, to processing of personal information.
- Not to have data processed for direct marketing through unsolicited electronic communications.
- Not to be subjected to a decision based on profiling through automated processing of data.
- To submit a complaint to the Information Regulator.

- To institute civil proceedings for damages against a party who has contravened the Act.

### **WANT TO KNOW MORE?**

If you have any queries or complaints on how we process your information, please email us at [informationofficer@chasevalley.vet](mailto:informationofficer@chasevalley.vet)

Information regulator: General enquiries: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za) |

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