



Protection of Personal Information (POPIA) Privacy Notice and Policy

Effective Date: Jan 2026

Protection of Personal Information (POPIA) Privacy Notice

Crossman Biokineticist is committed to protecting the privacy and confidentiality of all personal information entrusted to us. We comply with the Protection of Personal Information Act, 4 of 2013 (POPIA), and all applicable South African healthcare legislation.

This Privacy Notice explains how we collect, use, store, protect and disclose your personal information.

1. Who We Are

Crossman Biokineticist provides professional healthcare services, including but not limited to:

- Physiotherapy
- Biokinetics
- Rehabilitation
- Sports Performance and Conditioning
- Wellness counseling

As a healthcare provider, we are responsible for ensuring that all patient information is processed lawfully, fairly and securely.

2. Information We Collect

We may collect the following personal information:

Personal Information

- Full name
- Identity or passport number
- Date of birth
- Gender
- Contact details
- Residential and postal address
- Emergency contact information

Medical Information

- Medical history
- Diagnosis
- Treatment records
- Rehabilitation progress
- Medical reports
- X-rays, scans or medical images where applicable
- Medication history
- Referrals from healthcare practitioners

Financial Information

- Medical Aid details
 - Membership number
 - Payment history
 - Banking details where required
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3. Why We Collect Your Information

We process personal information to:

- Provide medical assessment and treatment
- Maintain accurate patient records
- Schedule appointments
- Communicate with patients
- Process payments

- Comply with legal and professional obligations
 - Improve patient care and clinical outcomes
 - Conduct administrative functions
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4. Legal Basis for Processing

Crossman Biokineticist processes personal information in accordance with POPIA where:

- You have provided consent;
 - Processing is necessary to provide healthcare services;
 - Processing is required by law;
 - Processing protects your vital interests;
 - Processing is necessary for the legitimate interests of HealthBox Medical while respecting your privacy rights.
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5. Special Personal Information

Medical information is regarded as Special Personal Information under POPIA.

Crossman Biokineticist processes this information solely for legitimate healthcare purposes and only by authorised healthcare professionals and authorised administrative staff.

6. Sharing Your Information

We only share your information where necessary with:

- Treating healthcare practitioners
- Specialists
- Medical Aids
- Pathology or Radiology providers
- Hospitals
- Healthcare administrators
- Regulatory authorities where required by law
- Professional indemnity insurers where legally necessary

We do not sell, rent or trade your personal information.

7. Security of Information

Crossman Biokineticist has implemented appropriate technical and organisational safeguards including:

- Password-protected computer systems
- Secure electronic medical records
- Restricted staff access
- Locked filing systems
- Anti-virus and firewall protection
- Regular data backups
- Confidentiality agreements for staff

Only authorised personnel may access patient information.

8. Retention of Information

Patient records are retained in accordance with:

- POPIA
- National Health Act
- Health Professions Council of South Africa (HPCSA) guidelines
- Any other applicable legislation

Records will only be retained for as long as legally required.

9. Your Rights

You have the right to:

- Access your personal information
- Request correction of inaccurate information
- Request updating of incomplete information
- Object to certain processing where legally permitted
- Withdraw consent where applicable
- Request deletion where permitted by law

- Lodge a complaint with the Information Regulator
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10. Direct Marketing

Crossman Biokineticist will only send healthcare information, newsletters or marketing communications from time to time, where you will have consent where permitted by law.

You may unsubscribe at any time.

11. Cookies and Website

Where applicable, our website may collect limited information through cookies to improve user experience.

No sensitive medical information is collected through cookies.

12. Confidentiality

All Crossman Biokineticist employees, practitioners and contractors are bound by strict confidentiality obligations.

Patient information will only be disclosed with consent or where required by law.

13. Information Officer

The Information Officer is responsible for ensuring compliance with POPIA.

Information Officer Crossman Biokineticist

Email: info@crossmanbio.co.za

Telephone: 010 020 1532

Address: Eastbury House, Hampton Office Park, 20 Georgian Crescent East, Bryanston

14. Complaints

If you believe your personal information has been handled incorrectly, you may contact Crossman Biokineticist Information Officer on info@crossmanbio.co.za

You also have the right to lodge a complaint with the Information Regulator (South Africa).