

Medicrest Protection of Personal Information Act (POPIA) Compliance

At Medicrest Billing Solutions, we take the privacy and security of our clients' and patients' personal information seriously. As part of our commitment to maintaining the highest standards of confidentiality and compliance, we adhere to the latest requirements set out by the **Protection of Personal Information Act, 2013 (POPIA)**.

What is POPIA?

The **Protection of Personal Information Act (POPIA)** is a South African law designed to protect the privacy rights of individuals by regulating the collection, storage, processing, and sharing of personal information. The Act aims to ensure that all entities handle personal data responsibly, transparently, and securely, safeguarding individuals against data breaches and misuse.

How POPIA Affects Medical Billing

As a medical billing bureau, we process sensitive personal information daily, including medical histories, treatment details, and financial records. In line with the POPIA, we are required to:

- **Obtain consent:** Before collecting personal information, we ensure that explicit consent is obtained from individuals or their legal representatives.
- **Limit access:** We only share personal information with authorised parties who have a legitimate need to access it, such as healthcare providers, medical schemes, and insurers.
- **Ensure data accuracy:** We maintain up-to-date records to avoid any discrepancies in billing and healthcare service provision.
- **Secure data storage:** We implement advanced security measures, including encryption and restricted access, to protect all personal information from unauthorised access, theft, or loss.
- **Retain data responsibly:** Personal information is retained only for as long as necessary to fulfil the purpose for which it was collected or as required by law, after which it is securely destroyed.

Our POPIA Compliance Measures

We have implemented robust measures to ensure full compliance with POPIA, including:

- **Data Protection Policy:** Our comprehensive data protection policy outlines how we collect, store, and process personal information, ensuring all steps align with POPIA's principles.
- **Employee Training:** Our staff undergoes regular training to ensure they understand the importance of personal information protection and are equipped to handle data appropriately.
- **Third-party Compliance:** We work with trusted partners and service providers who are also committed to complying with POPIA, ensuring that personal data remains secure across all stages of processing.
- **Regular Audits:** We conduct periodic audits to review our compliance practices and identify any areas of improvement.

Your Rights under POPIA

As an individual whose personal information we process, you have the following rights under POPIA:

- **Right to access:** You have the right to request access to the personal information we hold about you.
- **Right to correction:** You may request that any incorrect or outdated information be corrected or updated.
- **Right to deletion:** In certain circumstances, you have the right to request the deletion of your personal data.
- **Right to object:** You may object to the processing of your personal information in certain situations.

Contact Us

For any questions regarding our POPIA compliance, or if you would like to exercise any of your rights under the Act, please feel free to contact us at info@medicrest.co.za. Your privacy is our priority, and we are here to assist you with any concerns.