

## KAREN NEL CONSULTING

*Prepared in terms of the Protection of Personal Information Act 4 of 2013.*

### 1 INTRODUCTION

This policy has been compiled as required in the Protection of Personal Information Act 4 of 2013 for **Karen Nel Consulting (KNC)**.

The purpose of this document is to outline how to comply with confidentiality and privacy obligations. The principal concern of **KNC** is to provide bespoke management consultancy services and turnaround solutions to the leadership teams of hospitals and healthcare providers in Africa.

### 2 PERSONAL INFORMATION

**KNC** recognises that the information we collect is sometimes sensitive, and as an organisation, we have adopted the highest privacy compliance standards to ensure that all personal information is protected. **KNC**, therefore may collect and process personal information regarding the organisations and individuals we work with. This information could be company financial information, documents, processes or new innovations. It could also be personal information of individuals e.g. ID number, address and contact details. All information that **KNC** has will have been provided directly by the organisation or individual who is the client and not a third party.

### 3 ACCURACY AND DISCLOSURE OF PERSONAL INFORMATION

Personal information collected by **KNC** will only be used to understand and guide the company being consulted or the individual in a coaching/training program. No personal information collected will be shared with third-party entities without explicit permission. **KNC** is committed to ensuring that the personal information collected remains accurate.

### 4 SECURITY OF INFORMATION COLLECTED

Other than as described in this policy or permitted under privacy principles, **KNC** will use all reasonable endeavours to ensure that identifying personal information is not disclosed to any person unnecessarily or irresponsibly. Information may be stored electronically and/or in hard copy form. All electronically stored files are stored in the cloud in a secure location, password-protected on several levels, and regular backups of data are performed. **KNC** requires its collaborators to observe confidentiality obligations during their association and therefore sign a confidentiality agreement.

Policies and procedures are also in place to cover the following:

- Physical Security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Monitoring access and usage of personal information; and
- Investigating and reacting to security incidents.

## **5 RETENTION AND DESTRUCTION OF DOCUMENTS AND PERSONAL INFORMATION**

**KNC** keeps personal information only for the period of the engagement. All other documents containing personal information will be destroyed six months after an engagement has been concluded.

## **6 ACCESS AND CORRECTION OF PERSONAL INFORMATION**

On request, clients may have access to their personal information held by **KNC**. Personal information will only be made available to the entity providing the information.

## **7 WEBSITE PRIVACY**

The **KNC** website contains links to other sites. Please be aware that **KNC** is not responsible for the privacy practices of any linked sites. We encourage users who leave our site to read the privacy statements of each linked website that they choose to visit. All links to external sites are provided for the convenience of the website visitor. The linked sites' information, products and advertisements are neither approved nor endorsed by **KNC**.

Website usage information may be collected using "cookies," allowing **KNC** to collect standard internet visitor usage information.

Any personal information provided to **KNC** will be managed in the following ways:

- Personal data given to us will be securely stored;
- **KNC** will not provide personal data to any third party
- If **KNC** joins with a third party to provide services, only necessary data will be shared;
- **KNC** may share aggregated demographic information with our affiliates. This is not linked to any personal information that can identify our patients or any other visitor to our website.

## **8 CHANGE TO AND REVIEW OF THE PRIVACY POLICY**

**KNC** has the right to change the Privacy Policy at any time. If there are updates to the Policy, we will update this document and place the updated document on the website.

Last updated: October 2023

## **9 OBTAINING FURTHER INFORMATION**

If clients require more information regarding **KNC**, their services and facilities, they can:

- Contact us on the contact details provided, or
- access our website at [www.Karennel.co.za](http://www.Karennel.co.za)

## **10 CONTACT INFORMATION**

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**Karen Nel Consulting**

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## **11 DISCLAIMER**

While we make every effort to protect your privacy, we may need to disclose personal information when required by law where we have a good-faith belief that such action is

necessary to comply with a current judicial proceeding, a court order or legal process served on our company or site.