

PRIVACY POLICY
MEMBERSHIP PORTAL
THE CHIROPRACTIC ASSOCIATION OF SOUTH AFRICA
(CASA)

WHO WE ARE

CASA is a voluntary association which represents and assists members with maintaining high standards of education, training, conduct and practice within the chiropractic profession.

PRIVACY STATEMENT

In terms of the Protection of Personal Information Act 4 of 2013 (POPIA), CASA is committed to upholding the confidentiality and security of your personal information. The information below explains how we collect, use, store, disclose and safeguard your personal information.

WHAT IS PERSONAL INFORMATION?

Personal information means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:

- information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- information relating to the education or the medical, financial, criminal or employment history of the person;
- any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- the biometric information of the person;
- the personal opinions, views or preferences of the person;

- correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- the views or opinions of another individual about the person; and the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

MEMBER INFORMATION COLLECTED BY CASA

CASA collects information voluntarily provided by you to us through this site or through other interactions. CASA does not collect personally identifiable information about members except when they specifically and knowingly are provided.

When you visit, browse, register, or interact through CASA's membership system, the following personal information about you may be collected:

- Name and Surname
- ID/Passport Number
- Contact details
- Email address
- Location
- Information relating to your computer's Internet Protocol (IP) address, browser type, browser version, the pages of our membership system that you visit, the date and time of your visit, the duration of time spent on pages, and other applicable statistics.

All registrations are voluntary. Members are required to sign in using the following link <https://membership.chiropractic.co.za/Account/Register>.

The only individuals listed on the CASA website are those who have registered themselves on the CASA membership system. CASA does not add individuals to the database, therefore if you do not find any particular member on our website it is because they have not registered.

No member information will be made available on our site unless registered. Each member is required to register for membership and login, in order to retrieve information pertaining to his/her profession and his/her peers.

Please remember that when you voluntarily disclose personally identifiable information (such as your first and last name, e-mail address etc.) that information can be collected and used by others and may result in unsolicited messages from others or third party entities. CASA is not responsible for who may contact you by using this information.

We ask that you use good judgment and discretion when sending messages to other members where their information is available. Please do not use information found here for the purpose of commercial promotion of any kind. CASA does not bear any responsibility for any actions of third parties.

SPECIAL INFORMATION

We don't envisage processing any special information however to the extent that we do, we will only do so:

- with your consent
- where same is necessary for the performance of the functions of CASA;
- exercise or defence of a right or obligation in law;
- to comply with an obligation of international public law;
- purely for the purposes of supporting research and aid in the identification of research topics with respect to chiropractic, in part through regular congresses and/or seminars of chiropractic and related disciplines;
- To assist in the establishment and development of a South African chiropractic scientific journal; and
- To assist in developing and promoting an informed public opinion among all peoples in understanding chiropractic.

PURPOSE FOR WHICH CASA COLLECTS AND STORES MEMBERS' PERSONAL INFORMATION

CASA collects your personal information for the purposes of:

- Offering services to members;
- Rendering membership services to members;
- Delivering services to members;
- Performance and implementation of membership agreements;

- Compliance with legal obligations;
- Dealing with queries from members;
- Handling of complaints and litigation;
- Historical and statistical purposes subject to the provisions of the law.

HOW LONG WILL CASA KEEP MEMBERS' PERSONAL INFORMATION FOR?

We maintain records of your personal information for as long as you are a member or for as long as it is necessary for lawful purposes related to the performance of the activities or fulfilling the objectives of CASA unless there is a valid technical, legal or business reason for it to be deleted, destroyed or to de-identify it.

DISCLOSURE BY CASA OF MEMBERS' PERSONAL INFORMATION

We will only share personal information when authorised in terms of the law or with your consent.

Your consent will be obtained to share your information with/when:

- CASA employees to process memberships, send out information or communicate
- Insurers where you have selected to have CASA source MPI for you
- Other service providers where you have selected services provided to members
- Relevant statutory and other public bodies, including relevant Associations and/or Societies
- Our auditors;
- Our legal and professional advisers
- Relevant persons or entities as required or permitted by law,
- We are under a duty to disclose or share information in order to comply with any legal obligation or to protect the rights, property or safety of our business, members, employees, the public or others.

When CASA shares your information with any third party, with your consent, the third party will be required to respect your right to privacy and CASA will ensure that they have the necessary safeguards in place to secure your personal information.

TRANS BORDER DISCLOSURES

In some instances CASA may have to disclose information to third parties whose servers are outside of the South Africa such as when CASA needs to cooperate with appropriate international organisations to provide and/or receive information, counsel and assistance in local and global fields of chiropractic and healthcare;

CASA reserves the right to transfer to and/or store your personal information on servers in a jurisdiction other than where it was collected. If the location where personal information is transferred to does not have substantially similar laws which provide for the protection of personal information, CASA will take reasonably practicable steps to ensure that your personal information is adequately protected in that jurisdiction.

COOKIES

CASA does utilise cookies. A “cookie” is a small piece of data sent from a website and stored in a user’s web browser while the user is browsing that website. This information helps CASA to know how and when our site is visited and which pages are viewed and you might see CASA when browsing the internet because you visited our site.

We use non-personally identifiable information collected through a “cookie” to improve the design and content of our site, to enable us to personalise your Internet experience, analyse trends, gather broad demographic information, administer the site, and for other CASA purposes.

LINKS

This membership system contains links to other sites controlled and maintained by third parties. CASA is not responsible for the privacy practices or the contents of any site linked to CASA web site. The inclusion of hyperlinks to such web sites does not imply any endorsement of the material of those web sites or any association with their operators. We encourage you to read the privacy statements of these linked sites as their privacy policy may differ from ours.

ACCURATE PERSONAL INFORMATION

It is important that we always have your accurate information on record as it could impact on communication with you and the rendering of services to you or on your behalf. You must therefore inform us as soon as any of your information has changed.

RIGHT TO ACCESS YOUR PERSONAL INFORMATION

You may at your own discretion delete, update or correct this information at any time by going into your entry and logging on with your User ID (your e-mail address) and with the password you selected.

In terms of the Promotion of Access to Information Act 2 of 2000 (PAIA) you have the right to request access to your personal information in our possession or under our control and information of third parties to whom we have supplied that information subject to restrictions imposed in legislation. If you wish to exercise this right, please complete the prescribed form, available from the Information Officer, and submit it to the Information Officer. Costs may be applicable to such request, which can be obtained from the Information Officer. Please consult our PAIA Manual for further information.

Where you have consented to the processing of your personal information, you may withdraw your consent at any time however this is likely to affect the processing of personal information that has already occurred prior to your withdrawal of consent.

SECURITY

CASA will not sell, rent, share, trade or give away any personally identifiable information to any third parties outside our partner organisations and those working directly with them in connection with CASA activities. We will only disclose personally identifiable information we maintain to those not directly working in connection with CASA activities when required to do so by law, for example, in response to a court order or a subpoena.

Personal information collected by CASA and our website is stored in secure operating environments and can only be accessed by CASA employees, consultants, or volunteers exclusively for the management of the CASA operations.

Although absolute security cannot be guaranteed, CASA will take reasonable technical and organisational measures to protect your personal information against accidental, unauthorised or intentional manipulation, loss, misuse, destruction, disclosure or access.

MARKETING OF PRODUCTS AND SERVICES

If you give or have given us consent, we may occasionally inform you, electronically or otherwise, about supplementary products and services offered by us that may be useful or beneficial to you. You may at any time withdraw your consent and opt out from receiving such information.

CHANGES TO THIS POLICY

We reserve the right in our sole discretion, to revise or supplement this Privacy Policy from time to time to reflect, inter alia any changes in our activities. Where we update the Privacy Policy, we will publish it on our website. It will also be available at our offices. Any revised version of the Policy will be effective as of the date of posting on the website.

YOUR RIGHTS

- You have the right to correct your personal information if it is incorrect;
- You have the right to update your personal information if your details have changed;
- You have the right to object to the processing of your personal information (subject to applicable legislation governing the retention thereof);
- You have the right to your personal information being deleted (subject to applicable legislation governing the retention thereof);
- You have the right to be informed if your information has or could not be deleted.
- You have the right to submit any objection that you may have; or Request destruction of your personal information it is being retained for longer than required by law;

ENQUIRIES, REQUESTS AND COMPLAINTS

If you have any questions regarding the contents of this policy you may address those concerns in writing to:

Information Officer : Dr Bridget Bromfield

Tel:086188 7772

Email:info@chiropractic.co.za

You may also lodge a complaint with the Information Regulator at complaints.IR@justice.gov.za.

We would appreciate it if you would give us the opportunity to see how we can deal with your complaint before you approach the Information Regulator.

DECLARATION

By clicking on this page or link:

- You have read the contents of this policy;
- You understood the contents of this policy;
- You are in agreement with the contents of this policy;
- You have no objections to your personal information being managed in this way by CASA and
- That you have no questions regarding the contents of this policy.