

## Faerie Glen Stepdown Clinic - Privacy Policy

Faerie Glen Stepdown Clinic

Privacy Policy

Effective Date: 2025-07-08

Faerie Glen Stepdown Clinic ("we", "our", or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard the personal data you provide through our website ([www.faerieglenclinic.co.za](http://www.faerieglenclinic.co.za)).

### 1. Information We Collect

We may collect personal information such as:

- Name and contact information (email address, phone number)
- Medical or health-related information voluntarily submitted
- Communication preferences and any other information relevant to service enquiries

### 2. How We Use Your Information

We use your personal information to:

- Respond to your enquiries or appointment requests
- Provide relevant healthcare-related information or services
- Improve our website and user experience
- Comply with legal and regulatory obligations

### 3. Information Sharing

We do not sell, rent, or trade your personal data to third parties. We may share your data with:

- Medical professionals involved in your care
- Service providers who help us operate the website (under confidentiality agreements)
- Regulatory or law enforcement authorities where required by law

### 4. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your information from unauthorized access, disclosure, alteration, or destruction.

### 5. Your Rights

You may:

- Request access to the personal data we hold about you
- Ask us to correct or delete your information
- Withdraw your consent at any time (subject to legal or operational constraints)

### 6. Cookies and Tracking

Our website may use cookies or similar technologies to enhance user experience. You may disable cookies in your browser settings, but some functionality of the website may be affected.

#### 7. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Changes will be posted on this page with an updated effective date.

#### 8. Contact Us

If you have any questions about this Privacy Policy or how your information is handled, please contact us at:

Faerie Glen Stepdown Clinic

Tel: 067 002 2812

Email: [admin@faerieglenclinic.co.za](mailto:admin@faerieglenclinic.co.za)

[www.faerieglenclinic.co.za](http://www.faerieglenclinic.co.za)