



Melinda van Rooyen
COUNSELLING PSYCHOLOGIST

BA, Hons (Psychology), MA (Counselling Psychology) UFS

Practice No. 033 6092 | HPCSA No. PS 010 7069

PROTECTION OF PERSONAL INFORMATION (POPI) POLICY

1. INTRODUCTION

The Practice of Melinda van Rooyen, herein referred to as "Practice", is a Counselling Psychologist who provides assessment, therapy and treatment options to clients requiring her services.

Melinda van Rooyen is a healthcare professional registered under the Health Professions Act of 1974. She is registered with and subject to the rules and regulations of the Health Professions Council of South Africa (HPCSA).

2. INFORMATION OFFICER

The Information Officer of this Psychological Practice is Melinda van Rooyen, owner and practitioner.

Contact: 079 756 2773

Email: practice@melindavanrooyen.co.za

3. AVAILABILITY OF THIS MANUAL

- A copy of this manual is available on request from the Information Officer (see details above) or on the Practice website www.melindavanrooyen.co.za
- All POPI related documentation, including this policy will be stored in a POPI file which is locked away in a safe cupboard at the Practitioner's residential office. All electronic POPI related documentation is stored in a password protected file on the Practitioner's computer. Should a client or Officer require access to the Practice's POPI policies, then upon this request the Information Officer shall grant immediate access to these policies.

4. PURPOSE OF DATA COLLECTION

The Practice collects personal information for the purpose of contacting clients for booking administration, biographical details for assessment and treatment purposes, consent purposes, risk to self and others management, treatment feedback, referral information, billing and claim purposes.



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5. METHOD OF DATA COLLECTION

When an enquiry is made on the Practice's website, telephonically or via WhatsApp, the information the prospective client is expected to provide is their name, surname, contact number and e-mail address.

All new clients are e-mailed forms for their first appointment and asked to fill out personal details for the purposes outlined in point 4 above. They are furthermore required to sign a consent form in line with the HPCSA and POPIA regulations. Data from the completed forms are then captured onto the Practice's invoicing system, Pastel Xpress, by the Information Officer.

6. DATA SHARING

The Practice shares personal data with the following third parties:

- Medical Aids
- Other health care practitioners for the purposes of referral, treatment and/or assessment.

7. MEASURES TO PROTECT DATA

The Practice has taken the following measures to protect personal information:

Protection of hardcopy data:

- All hardcopy data will be stored in the client's file. This may include (but not limited to):
 - Personal Information Details
 - Parent Questionnaire.
 - Teacher Questionnaire.
 - Consent Forms.
 - School Reports.
 - Completed assessment record forms and response booklets.
 - Drawings and/or questionnaires completed by the client.
 - Confidential Psychological Reports (i.e., psycho-educational, subject choice, career guidance).
 - Referral letters to other healthcare professionals (i.e., Occupational Therapists, Speech Therapists, Child Psychiatrists, etc.)
 - Handwritten therapy notes made during therapy sessions.
- All client files are kept in a locked cupboard at the Information Officer's residential office.
- Personal information captured in files is shredded in a shredding machine once the file has reached an expiration date as set out by HPCSA guidelines.



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Protection of electronic data:

- All the Practitioner's electronic devices at the Practice are password protected. The Practice e-mail account is password protected and is accessed through either a laptop or mobile phone, both of which are password protected.
- Personal Information data is captured onto a practice management system called Pastel Xpress. The Information Officer has a protected password which enables her to access Pastel Xpress to issue invoices to clients for payment purposes.
- E-mailed PDF reports are password protected in that the receiver of the report will need a password to open the attached report.
- All electronic data (such as E-mails, WhatsApp, or SMS correspondence) is permanently deleted once client files reach termination dates which are in accordance with HPCSA guidelines.

Protection of information by Third Parties:

Melinda van Rooyen and her practice manageress, Cindy Ashkettle, are the only people in this Practice with access to personal information. Medical Aids with whom personal information is shared will be assumed to be responsible for the protection of that information in accordance with their own POPI compliance procedures based on the Protection of Personal Information Act 4 of 2013.

De-identification of personal information:

Any client information that is shared with other healthcare practitioners for the purposes of supervision or research will be de-identified.

It must be noted that, in the health sector, personal and client information are protected by legislation and ethical rules, and disclosure can only take place, if at all, within those frameworks.

8. BREACH PROCEDURE

Any breach of the above measures or any other breach of personal information that is discovered will be managed as follows: the individual(s) whose information was breached shall be informed as soon as is reasonably possible.



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9. CONSENT FORMS

All new clients are asked to sign a consent form which contains a POPI clause relevant to the client whereby they agree to the inherent risks of breach of information. These forms are stored in the client's folder on the cloud server. If the client does not e-mail the completed forms, but brings hardcopies, those hardcopies are scanned and the hardcopies are immediately shredded.

10. RETENTION OF PATIENT RECORDS

In accordance with Booklet 9 of the HPCSA, Guidelines on the Keeping of Patient Records, patient records are kept for a minimum period of six (6) years as from the date they become dormant, except where:

- "The patient is a minor, in which case records will be kept until the minor's twenty-first birthday, or
- The patient is mentally incompetent, in which case records are kept for the duration of the patient's lifetime." (Section 9.3)

Any other exceptions to the minimum period of 6 years laid out in Booklet 9, Section 9: Duration for the Retention of Health Records, including any future amendments made by the HPCSA to this document, will be adhered to.

11. DESTRUCTION OF PRIVATE AND CONFIDENTIAL RECORDS

In relation to destroying client records, Melinda van Rooyen makes use of industry guidelines and standards by shredding all documents. With regards to electronic records, these are simply deleted permanently from the cloud server.

Melinda van Rooyen
COUNSELLING PSYCHOLOGIST

04 January 2024
ON THIS DAY

Rooyen.
INFORMATION OFFICER



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