

Eximia Belle (Pty) Ltd

Privacy Notice

Introduction

At Eximia Belle, client confidentiality and the protection of your personal information in accordance with the PROTECTION OF PERSONAL INFORMATION ACT (“POPIA”), is of the utmost importance to us.

All personal information is acquired and documented through thorough consultation and with the cooperation and permission of a client.

Client confidentiality forms the core value in how our company conducts its day-to-day business and services.

Who we are

Eximia Belle (Pty) Ltd conducts business as an aesthetic boutique clinic.

At Eximia Belle, our passion is clinical skincare. We offer a variety of treatments to suit your skin using our state-of-the-art equipment. We understand your need for specialised skincare, a professional approach and excellent service and advice.

The type of personal information we collect

The information we collect from our patients is information relating to, but not limited to, making an informed decision on the best procedure to be performed.

We currently collect and process the following information:

Personal information

- Name and surname
- Telephone number and cell number
- Physical address and postal address
- Email address
- Date of birth
- Gender
- Reference(s)
- Skin and hair type



EXIMIA BELLE

continuously improve your skin

Medical history

- Medication
- Allergies
- Medical conditions
- Other considerations

How we get the personal information and what we use it for

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Our contractual obligations to you
- Deliver services to you
- Billing purposes
- Statutory correspondence
- Client assessments
- Client history
- Client database

When will we process your personal information?

In terms of the Protection of Personal Information Act (POPI), the justification ground which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;
- The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
- The processing complies with an **obligation** imposed by law on the business;
- The processing protects a **legitimate** interest of the data subject;
- The processing is necessary for the proper performance of a **public law** duty by the business; or
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

How we store your personal information

Your information is securely stored on the Eximia Belle client database, our booking system and point of sale system, as well as on Eximia Belle employees' laptops which are password protected and stored in the cloud.

We keep your information according to our Data Retention Policy. We will then dispose of your information by shredding all paperwork and deleting electronic information and having the shredded material disposed of in an environmentally friendly manner.

Your data protection rights

- You are entitled to access your personal data by sending a written request to info@eximiabelle.co.za Please note that we may charge a fee for this service.
- You may also request us to correct or supplement any of your personal data which we will undertake as soon as practicable.
- Should you request the destruction of your personal data, we will consider your request in light of any other laws or regulations prohibiting us from destroying your personal data.

You are not required to pay any charge for exercising your rights.

If you make a request, we have one month to respond to you.

Please contact us at info@eximiabelle.co.za if you wish to make a request.

Contact details

Name: Eximia Belle (Pty) Ltd
Address: 289 Stokkiesdraai Street, Erasmusrand, Pretoria, 0165
Phone Number: 012 111 9169
E-mail: info@eximiabelle.co.za

How to complain

If you have any concerns about our use of your personal information, you may submit a complaint to us at info@eximiabelle.co.za

You may also submit a complaint to the Information Regulator if you are unhappy with the manner in which we have used your information. Their contact details are as follows:

The Information Regulator (South Africa)

33 Hoofd Street
Forum III, 3rd Floor Braampark

P.O. Box 31533
Braamfontein
Johannesburg
2017

Complaints email: POPIAcomplaints.IR@justice.gov.za