

# POPIA Compliance for the Medical Practice & Professional

POPIA made Easy for the Professional who is serious about being a Doctor  
 – You focus on Healing people while we keep you Compliant



POPIA COMPLIANCE =



### Device Protection (Data Compliance)

This service involves the **protection of data** at the **entry point** and/or **where the data resides**. Restrict & Prevent unauthorised access to Client data from anywhere.

- ✓ NGAV – **Antivirus**
- ✓ EDR protection
- ✓ Patch Management and reports
- ✓ Disk Encryption
- ✓ Encryption Key management
- ✓ Password Enforcement



### Practise Compliance (Governance)

The process by which the practice and all personnel, internal & external, securely handles and controls the patient information and data to keep such information confidential.

- ✓ POPI patient consent form
- ✓ POPI policy and PAIA manual
- ✓ Template operator agreement
- ✓ Registration of information officer
- ✓ POPI information training session
- ✓ Bi-Annual reassessment



### Backups (Optional)

A copy of data taken and stored elsewhere. Used to restore the original after a data loss event.

- ✓ 100GB Storage
- ✓ Daily Backups
- ✓ Cloud backups

Not included in this offering

## PACKAGES

### Individual

Single User

Includes:  
 1x PC/Laptop  
 1x Table/Mobile Device  
 Practice Compliance

**R765 p/m**

### Standard

Up to 6 Users

Includes:  
 6x PC/Laptop  
 2x Table/Mobile Device  
 Practice Compliance

**R1 862 p/m**

### Pro

Up to 12 Users

Includes:  
 12x PC/Laptop  
 10x Table/Mobile Device  
 Practice Compliance

**R3 881 p/m**

\*All plans can be customised

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# WHAT MAKES OUR OFFERING DIFFERENT

# Protection Of Personal Information Act no. 4 of 2013 (POPIA)

## Requirement to comply with POPIA GOVERNANCE



Intelligent client/application resident on the device.

Only requiring communication with service provider for updating of policies and rules.

✔ **Zero Touch**; set and forget, but know that you also have specialized cyber security experts looking after you, in addition to the client and all platform services – 24/7.

✔ **Continuous Protection & Compliance**, whether off-line, over the internet, or on the practice network.

✔ **Privacy of User Information, Content, and Data** maintained at all times, as all actions are managed on the device through policies and rules.

✔ **Zero Disruption** ever, other than when a threat is detected, or those caused by your applications on your device, unless and only if a threat is detected.

✔ **Peace of Mind**. We warrant the quality of our solution. If your device is breached from an external source, while our solution is active on your device – our warranty will take effect.

### 1 – WHAT CONSTITUTES PERSONAL INFORMATION OF A PATIENT?

Personal information of a patient will include any information relating to an identifiable living patient, including amongst other things:

- Race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, language, and birth.
- Physical or mental health, wellbeing, disability, and medical history.
- Religion, conscience, belief, and culture.
- E-mail address and telephone number.

### 2 – WHEN DO MEDICAL PROFESSIONALS HAVE TO COMPLY WITH POPI IN RESPECT OF A PATIENT?

When any personal information of a patient is handled on paper, on a computer, or on a recording and when that information is distributed or disclosed to a third party.

### 3 – WHAT OBLIGATIONS DO MEDICAL PROFESSIONALS HAVE IN TERMS OF POPI?

- Only process personal information of a patient with the patient's consent, insofar as it is possible.
- Keep the personal information confidential.
- Only use personal information for purposes of providing healthcare services.
- Keep the personal information safe and secure from unauthorized access or loss.
- Conclude written agreements with third parties who process the personal information of patients on your behalf and require such third parties to keep the personal information safe, secure, and confidential.

## Solution

- ✔ Implement a POPI patient consent form for patients to sign whereby patients consent to the processing of their personal information.
- ✔ Implement a POPI policy and PAIA manual which sets out the medical practice's approach to keeping the personal information of patients' safe, secure and confidential and setting out the procedure for third parties to gain access to the personal information of patients in terms of the Promotion of Access to Information Act 2 of 2000.
- ✔ Implement an operator agreement to be in place with all service providers and third parties who process the personal information of patients which regulates how such third parties process the personal information of the patients.
- ✔ Conducting POPI training with the staff within the medical practice to ensure that such staff understands the obligations which POPI places on the medical practice.



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