

Your Privacy

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How we protect your information at COPA

This notice explains what we collect from you, why we collect it, who else sees it, and what your rights are. It is provided to be read alongside our Terms & Conditions. The full Privacy Policy is available on request and at copagasman.com/privacy.

Draft v1.0 — 28 June 2026 — subject to legal review.

What we collect

When you complete the pre-operative questionnaire, we collect:

- Your name, date of birth, contact details and medical-aid information
- Your medical history, current medications and allergies
- Details of the planned procedure
- Your consent declaration and signature

Why we collect it

So that your anaesthetist can safely plan and provide your anaesthetic, generate your clinical record, communicate with the surgical team and your medical aid, and meet the legal and professional obligations of a healthcare provider in South Africa.

Who sees it

Your information is shared only with:

- **Dr Colin Padoa**, your treating anaesthetist
- The **surgical team and hospital staff** caring for you
- Your **medical aid scheme**, for billing (with your consent)

We use the following technology providers to host the website and store data securely on our behalf. Each provider has signed a written agreement obliging them to keep your information confidential and protected:

Provider

Supabase

Netlify

Twilio

Resend

Where it is stored

Your patient record is held in an encrypted database hosted in London, United Kingdom. Backups are encrypted. Access is restricted to your treating anaesthetist.

How long we keep it

In line with the rules of the Health Professions Council of South Africa, we keep your record for a minimum of **six (6) years** after your last consultation. For minors, we keep records until the 21st birthday or six years after the last consultation, whichever is later. After this period, your information is securely destroyed or de-identified.

If you receive an invitation from us but do not complete the questionnaire, your draft details are automatically deleted after fourteen (14) days.

How we keep it safe

- All data is sent and stored encrypted (TLS 1.2 or higher, encryption at rest).
- Access to the questionnaire requires a single-use login link sent to your verified email address.
- The clinician's dashboard is protected by a strong password and two-factor authentication.
- Strict database-level rules ensure only the treating clinician and you can read your record.
- We follow industry-standard security practices and review them regularly.

Your rights

You have the right to:

- ask us what information we hold about you
- ask us to correct any inaccuracies
- ask us to delete your information once it is no longer needed
- withdraw your consent (though this may affect our ability to provide care)
- lodge a complaint with the Information Regulator of South Africa

To exercise any of these rights, email us at **copa.anaes@gmail.com**.

Your consent

By submitting the questionnaire and ticking the declaration box, you confirm that:

- You have read this notice and understand how your information will be used.
- You consent to your health information being processed for the purposes described above.

- You consent to your information being transferred to and stored on the service providers listed above, including those outside South Africa, under the protections described.

You may withdraw your consent at any time by emailing the address above. Withdrawal does not affect any processing that has already taken place lawfully.

Questions or complaints

Information Officer: Dr Colin Padoa **Email:** copa.anaes@gmail.com

The Information Regulator of South Africa JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001 Tel: +27 (0)10 023 5200 · Email: complaints.IR@justice.gov.za
Website: <https://inforegulator.org.za>

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