Privacy statement

Charl Hattingh | Clinical psychology

Who is responsible

My psychology practice operates as Charl Hattingh, Clinical Psychologist, a sole proprietorship. It returned to this structure on 22 August 2026. Wordweb Inc remains responsible for psychology records created while the practice operated through that company; I handle requests about those records in my capacity as its Information Officer. This does not assign all earlier records to the company.

What I collect and why

I keep information relevant to psychological care, appointments, clinical records, correspondence, invoices and accounts. This may include contact and identity details, health and personal history, consultation notes and patient names on invoices. Most information comes from you and my work with you; other sources are used with the necessary authority or another lawful basis. Necessary information supports care, professional duties and billing; withholding it may limit the service or its administration.

Storage and service providers

Therapy notes are held on my computer, in Dropbox and in Heidi Health. I use xneelo for website hosting and domain email, Zoho Books for bookkeeping and Accuity for accounting. Invoices contain patient names; involvement in accounting does not give the accountants access to therapy notes. Google Drive holds no patient information or psychology-practice details.

Clinical note-taking

I use Heidi Health only for live transcription during consultations to help prepare my notes and let me concentrate on what you are saying. Before we start talking at the first meeting, I explain this use and the confidentiality, privacy and security of the information, then ask for your consent. Information processed may include sensitive details about your care. I do not use it to dictate notes afterwards or upload recordings.

Choice and legal duties

You can decline optional disclosures or discuss concerns about what is needed for care. Relevant clinical records must be maintained under the National Health Act 61 of 2003 and applicable Health Professions Act 56 of 1974 duties and HPCSA rules. Tax and accounting information is kept under applicable tax law. This does not make every requested detail mandatory; I will explain any particular legal requirement and the consequences of withholding necessary information.

Privacy statement - continued

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Access and confidentiality

I manage access to records myself; no other staff member has access. Relevant service providers process information to deliver their services. I take reasonable steps to protect information held on my computer and in those services. No system is entirely free of risk. Access, retention and sharing must remain appropriate to the sensitivity of the information.

Sharing and international processing

Clinical information may be released with the necessary consent or another lawful authority, for example where disclosure is required by law. A business relationship alone does not authorise disclosure. Cloud storage, email, clinical documentation and accounting services may process information outside South Africa. Secure transmission alone does not establish all legal requirements for an international transfer. You may contact me about the providers and arrangements relevant to your information.

Retention

Information is kept for its purpose and applicable legal, professional or contractual duties. Deletion requests are assessed against those duties; the retention policy explains the approach. Records are to be securely deleted or otherwise lawfully dealt with when no longer needed.

Your rights

You may ask, without charge, whether I hold personal information about you and request access to that information. You may request correction or deletion where appropriate, object where the law permits, and withdraw consent for uses based on consent. Withdrawal does not undo earlier lawful processing or remove another lawful duty to retain records. Identity and authority may need to be verified. Any lawful restriction or prescribed copy/access fee will be explained; requesting a record does not guarantee its release.

Contact and complaints

Charl Hattingh, Information Officer
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13 Queens Road, Tamboerskloof, Cape Town, South Africa
Website: www.charlhattingh.com
You may complain directly to the Information Regulator; contacting me first is not compulsory. Regulator complaints and current forms.
Information Regulator: enquiries@inforegulator.org.za | 010 023 5200.