

Shifa Clinic & Surgery Personal Data Protection Policy- for patients

Amended on 10/4/2024

Personal Data Protection Policy for patients:

1. This is the personal data protection policy of Shifa Clinic & Surgery. The terms “we”, “us” and “our” refer to Shifa Clinic & Surgery.
2. We are committed to personal data protection. We strive to uphold the data protection obligations as required by the law.

What personal data are collected

3. Personal Data refers to information that can be used to identify a person. Examples of personal data include but are not limited to the following: your name, date of birth, gender, contact details (including address, email address, telephone numbers), NRIC, FIN or passport number, nationality, your image on our close-circuit television (CCTV) and in photographs, your medical history, allergy information and any other medical records.
4. If you provide the personal data of other parties such as your next-of-kin and family members, it is deemed that you have obtained the consent of the said party to our collection, use and disclosure of his/her/their personal data for the purposes stated in this policy.

When and Why we collect, use and disclose personal data

5. We collect, use and disclose personal data for the following purposes:

5.1 Medical Care

- Provision of medical treatment and services including drug-delivery
- Management and coordination of your care including clinic follow-up and other issues related to the continuity of your medical care

5.2 Administration

- Processing of appointments, bookings and referrals
- Processing and collecting payment for treatment and services
- Reimbursement of healthcare providers for services provided to you
- Verification of identity and conduct of screenings, due diligence checks and credit checks
- Responding to queries or feedback
- Provisions to allow us to address and investigate any claims or disputes
- Compliance with internal policies

- Complying with our legal obligations

5.3 Business Operations

- For the safety and security of our premises
- For business analytics and planning purposes
- For the review of our services and to ensure continual care

5.4 Photography and CCTV (closed-circuit television)

- Photographs, videos and/or sound recording may be captured in our premises from time to time and there is a chance that you may be captured in such photographs and recordings.
- The photographs and/or recordings may be used in our publications, websites and other communication channels that can include third party media
- For security and legal purposes, CCTV footage of our premises

6. Your personal data may be disclosed to third parties, who may be located in Singapore or elsewhere to achieve the purposes stated in this policy. The third parties include but are not limited to the following:

- Doctors and other healthcare professionals who are treating or have treated you
- Our respective partners for the provision of products and services that are requested by you
- Third parties that you've used to obtain our services such as insurance agencies
- Other healthcare providers, facilities or agents where the disclosure of personal data is permitted by law
- National registers and databases that document various conditions and treatments when such disclosure is permitted by law
- Any person who is involved in your care or payment for your care (including a family member, friend, your caregiver or caregiving organisation) and any person authorised by you to be contacted

When and why would third parties contact you on our behalf

7. We have engaged third party service providers e.g. United Primary Care Network (United PCN) to provide appropriate, convenient and cost-effective medical treatment and/or ancillary services. These third party service providers may therefore contact you for information regarding your medical conditions, and for provision of medical treatment or services on our behalf. We seek your patience, support and understanding in cooperating with the service providers when contacted.

Retention of personal data

8. Your personal data will be retained for a reasonable period of time, for business and legal purposes.

Amendments and updates

9. If there are amendments and updates to this policy, it will be made available on our Shifa Clinic & Surgery Website www.shifaclinicsurgery.com .

How to contact us

10. If you have questions regarding your personal data or any aspect of this policy, please contact our Shifa Clinic & Surgery Data Protection Officer, Dr Mohamed Baisal, at shifaclinicsurgery@gmail.com. In your email subject line, kindly indicate “Attention: Dr Baisal”.