



Wendy Waring-Rix
REGISTERED COUNSELLOR
B.Ed Hons (Ed Psych.) NWU

HPCSA reg. PRC 0014214
Tel: 083 447 3082
Email: wendy@wrcounselling.co.za

PRIVACY NOTICE

Last updated: 14 April 2026

DATA PROTECTION AND DISCLOSURE OF INFORMATION

As part of my daily practice providing psychological services (“the Services”), I collect Personal Information from clients and prospective clients to ensure I can meet their needs and deliver appropriate care and support.

Your privacy is important to me. I am committed to protecting your Personal Information and ensuring that it is processed lawfully, transparently, securely, and in accordance with applicable legislation.

This Privacy Notice explains how I collect, use, store, and protect your Personal Information, as well as your rights regarding such information.

All Personal Information is processed in accordance with my Protection of Information Policy and Retention of Data Policy, and in line with the **Protection of Personal Information Act, 2013 (POPIA)**.

Who am I?

This Privacy Notice applies to the processing activities of **Wendy Waring-Rix, Registered Counsellor (HPCSA)** (“the Practice”).

I am responsible for ensuring compliance with POPIA as the Information Officer of this practice.

In this Notice:

- “I”, “me”, or “my” refers to Wendy Waring-Rix
- “you” or “your” refers to clients, prospective clients, or a Competent Person acting on behalf of a client (e.g. a parent or legal guardian of a minor)

Personal Information also includes information relating to juristic persons (e.g. a company’s registered details), where applicable.

What Personal Information do I collect?

I collect information necessary to fulfil my professional obligations and provide appropriate services. This may include:

- Name, address, and contact details
- Date of birth and gender
- Education and qualifications
- Employment details
- Family information
- Medical aid details
- Lifestyle and social circumstances
- Location data
- Any other relevant information

In some cases, I may collect sensitive Personal Information such as:

- Physical or mental health information
- Racial or ethnic origin
- Religious or philosophical beliefs
- Sexual orientation
- Genetic or biometric data

This information is only collected and processed with your explicit consent.

If you choose not to provide required information, I may not be able to offer the requested services.

If you provide Personal Information about a third party (e.g. spouse, child, or family member), you confirm that you have obtained their consent or are authorised to do so.

Where services involve minors, consent must be provided by a Competent Person (e.g. parent or guardian), who confirms they are authorised to do so.

How is Personal Information collected?

Information may be collected through:

- Intake forms and assessments
- Interviews and consultations
- Questionnaires
- Communication with relevant professionals (e.g. educators or healthcare providers)
- Ongoing therapy sessions and correspondence

I may keep records of communications (including telephonic or electronic) as part of my professional and legal record-keeping obligations. These may be recorded without additional notification.

Lawful Basis for Processing

Personal Information is processed in accordance with POPIA and applicable laws. Processing may occur for the following reasons:

- To verify your identity
- To fulfil a contractual agreement
- To comply with legal obligations
- To pursue legitimate professional interests
- With your consent
- To protect your interests
- Where required in the public interest

Consent

Where processing is based on consent, you may withdraw your consent at any time by contacting me. Please note that withdrawal of consent may affect my ability to continue providing services.

Communication Platforms

I may communicate with you via:

- Email
- Telephone
- WhatsApp (which uses end-to-end encryption; however, backups such as iCloud may not be encrypted)
- Zoom (for online consultations)

By engaging in these communication channels, you consent to the processing of your Personal Information via these platforms.

Use of Personal Information

Your information may be used to:

- Provide services and support
- Communicate with you regarding your care
- Notify you of relevant updates or changes
- Inform you about related services (you may opt out at any time)

Disclosure of Personal Information

Your Personal Information may be shared where necessary with:

- Medical schemes
- Healthcare professionals involved in your care
- Service providers (e.g. billing systems)
- Regulatory or legal authorities

All third parties are required to comply with POPIA.

Where specific disclosures are required (e.g. medical aid audits), additional consent will be obtained.

Storage and Retention of Information

Your information is stored securely in physical and/or electronic formats.

Retention periods:

- General records: minimum of 6 years after file closure
- Minors: until age 21
- In cases of disability: potentially longer, in accordance with legal requirements

When information is no longer required, it will be securely destroyed or de-identified.

Data Security

I take appropriate technical and organisational measures to protect your Personal Information.

While every effort is made to secure data, communication over the internet (e.g. email or messaging platforms) carries inherent risks.

Your Rights

Under POPIA, you have the right to:

- Be informed about how your data is used
- Access your Personal Information
- Request correction or deletion
- Object to certain processing
- Withdraw consent
- Lodge a complaint

International Data Transfers

Your information may be stored or processed outside South Africa (e.g. via cloud services such as iCloud or Gmail). Reasonable steps are taken to ensure data protection standards are maintained.

Updates to this Notice

This Privacy Notice may be updated from time to time. Updates will be communicated electronically and will take effect upon publication.

Complaints

If you have concerns about how your Personal Information is handled, please contact me first so that I can attempt to resolve the issue.

If you are not satisfied, you may lodge a complaint with the **Information Regulator of South Africa:**


<https://www.justice.gov.za/infoereg/>

Contact Details

Wendy Waring-Rix

Registered Counsellor (HPCSA)

 Email: wendy@wrcounselling.co.za

 Cell: 083 447 3082