

## Privacy policy for GhostPractice

- 1) Use of GhostPractice
  - a) GhostPractice respects the privacy of every subscriber who logs on to the web site and uses the Software. This statement outlines the measures in place to protect the information housed by GhostPractice. Our goal is to protect your personal information while providing us with the data we need in order to provide our services efficiently.
- 2) Updates to this Privacy Policy
  - a) Each time you use the Software or the Web Site you agree to be bound by the then existing Privacy Policy as described on the Web Site.
- 3) Ownership of data
  - a) You or your client's personal information remains yours despite the fact that this information may be communicated to third parties who are involved in the matter you are dealing with, at your request.
  - b) Non-identifiable statistical information related to the use of GhostPractice is owned by Korbitec and is able to be disseminated by Korbitec in whatever manner it may choose.
  - c) While we don't sell your information to third parties, you hereby authorise us to provide your personal information to companies that are controlled by Korbitec.
  - d) We recommend that you inform your employees that their information can be accessed by you by means of the administrator function in GhostPractice and not to put personal information into GhostPractice for private use.
- 4) Transmission of personal information via third parties
  - a) If, at your request, your information and/or your client's information is transmitted via third party medium no guarantee can be made as to the continuation of privacy of this information once it is transmitted using third party software or communication services.
- 5) Transmission of information via Communication Services
  - a) At your request GhostPractice may send personal information to Korbitec via its Communication Services (such as an SMS). Our Communications Services are designed to be able to be easy to use and are not designed for tight security. Please do not use our Communication Services for personal (non-business) communications.
- 6) Use of data
  - a) Your data will be used:
    - i) For billing purposes,
    - ii) For technical purposes;

- iii) For marketing purposes (such as to make you aware of our competitions)
    - iv) For informational purposes (such as to advise you of changes to documents);
    - v) To institute legal actions to protect the rights of Korbitec, or if Korbitec needs to defend legal actions;
    - vi) In an emergency;
    - vii) As directed by a competent court of law; and
    - viii) For notification of updates to the Software.
  - b) Should you not wish to receive these communications please email [support@ghostpractice.co.za](mailto:support@ghostpractice.co.za) stating which type of communications you would not wish to receive.
  - c) Non-identifiable or aggregate statistical data will be used by Korbitec to assess the quality of our service to you and to improve on this service.
- 7) Our records
- a) We keep the information that you send to us for as long as is practical, but always for more than one year in order to produce non-identifiable or aggregate statistics as well as for recording purposes.
- 8) Disclaimer
- a) Korbitec will not be liable for any damage whatsoever related to the use of the Software, irrespective of the manner in which it was caused. This includes, but is not limited to, the exclusion of incidental or consequential damages, the loss of privacy and a failure to meet a duty, even if Korbitec had been advised of the possibility of such damage.
- 9) PAIA manual
- a) This Privacy Policy must be read in conjunction with our [Promotion of Access to Information Act Manual](#). Please read this manual in order to answer the questions:
    - i) What information do we have about you?
    - ii) How do you get a copy of this information?
    - iii) What fees (if any) are payable on application?
    - iv) Who do you contact at our offices?
    - v) How do you go about correcting the information we hold about you?