



CHARLES MALANGA

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Individual & Group Psychotherapy
MA Counselling Psychology (UP)

HPCSA: PS 0139947
PR NO: 0752320

Privacy Policy (CIM Psychology)

1. Introduction

This Privacy Policy explains how CIM Psychology, operated by Charles Ngila Malanga (Counselling Psychologist), collects, uses, and protects personal information in accordance with the Protection of Personal Information Act (POPIA) and the Promotion of Access to Information Act (PAIA).

2. Information Collected

- Patient intake forms, clinical notes, and assessment results.
- Contact details (name, phone, email, ID number).
- Billing and medical aid information.
- Website inquiries submitted via contact forms.

3. Purpose of Collection

- To provide psychological services.
- To comply with legal and ethical obligations.
- To process billing and medical aid claims.
- To respond to inquiries and schedule appointments.

4. Data Protection

- Records are stored securely (physical and electronic).
- Access is restricted to the Information Officer and authorized personnel.
- Patient confidentiality is maintained in line with HPCSA ethical guidelines.

5. Sharing of Information

- Information is not shared with third parties unless required by law, medical aid processing, or with patient consent.

6. Access to Information

- Patients may request access to their records under PAIA, subject to ethical limitations.
- Requests must be submitted in writing to the Information Officer.

7. Contact

- Information Officer: Charles Ngila Malanga
- Practice Address: Block C, Newlands Office Park, 261 Lois Ave, Newlands, Pretoria, 0049
- Telephone: 061 801 9473
- Email: paia@cimpsychology.co.za
- Website: <https://www.cimpsychology.co.za>