

# **PRIVACY POLICY FOR RIVERSIDE HOSPITAL WEBSITE**

**Effective Date: 30 January 2025**

Riverside Hospital is committed to protecting the privacy and security of our website visitors, patients, and stakeholders. This Privacy Policy outlines how we collect, use, and safeguard your information when you visit our website. By accessing our website, you consent to the terms of this policy.

## **1. Information We Collect**

We may gather the following types of information:

- a) **Personal Information:** This includes your name, contact details (email, phone, address), and other identifiers you provide via forms, subscriptions, or inquiries.
- b) **Non-Personal Information:** We collect details such as browser type, operating system, IP address, and browsing behaviour on our site through cookies and similar technologies.
- c) **Medical Information:** Limited health-related information provided via online forms for appointments or inquiries.

## **2. How We Use Your Information**

We utilize the collected information to:

- Serve, manage, and enhance our services.
- Respond to your inquiries and requests.
- Inform you about hospital updates, services, and events.
- Ensure adherence to legal and regulatory obligations.

We do **not** sell, rent, or share your personal information with third parties for marketing purposes.

## **3. Cookies and Tracking Technologies**

Our website employs cookies to improve your browsing experience, collecting information about website traffic and user interactions. You can modify your browser settings to disable cookies, though this may restrict some site functionalities.

## **4. Third-Party Services**

Our website may include links to external sites. Riverside Hospital is not liable for the privacy policies or content of these third-party sites. We recommend reviewing their privacy policies before sharing any personal information.

## **5. Data Security**

We implement reasonable measures to safeguard your information against unauthorized access, loss, or misuse. These measures include the use of secure servers and encrypted communication channels, as well as regular system updates and monitoring for potential threats. Although we endeavor to secure your data, no internet transmission method is completely secure, and we cannot guarantee total security.

## **6. Your Privacy Rights**

You hold specific rights regarding your personal information:

- You have the right to access the personal data we possess about you.
- You may request corrections for any inaccurate or incomplete information.
- You can ask for the deletion of your information, subject to legal and regulatory requirements.

To exercise these rights, please reach out to us using the contact information provided below.

#### **7. Children's Privacy**

This website is not designed for children under the age of 13. We do not knowingly collect personal information from children. If you suspect that we have collected information about a child, please contact us so we can take the necessary steps.

#### **8. Changes to This Privacy Policy**

Our Privacy Policy may be updated periodically to reflect changes in our practices or legal obligations. Any updates will be posted on this page, with the "Effective Date" updated accordingly.

#### **9. Contact Us**

For any questions or concerns regarding this Privacy Policy, please contact us at:

Riverside Hospital

Plot 428/9, Khama Street

Francistown, Botswana

Email: [enquiries@riversidehospital.co.bw](mailto:enquiries@riversidehospital.co.bw)

Phone: +267 2412518 / 2428362 / 73388127