

Brain Harmonics Privacy Policy

PRIVACY POLICY

Brain Harmonics

Effective date: 26 October 2026

Website: www.brainharmonics.co.za

1. Introduction

Brain Harmonics respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how Brain Harmonics collects, uses, stores, shares and protects personal information when you visit our website, contact us, enquire about our services, book appointments or participate in neurofeedback and brain-training programmes.

We are committed to handling personal information responsibly and in accordance with applicable South African privacy legislation, including the Protection of Personal Information Act 4 of 2013 (POPIA).

By using our website or providing your personal information to us, you acknowledge that you have had the opportunity to read this Privacy Policy.

2. Who We Are

Brain Harmonics provides neurofeedback, brain training and related wellness services to adults and children.

For privacy-related enquiries, please contact:

Business: Brain Harmonics

Website: www.brainharmonics.co.za

Email: kerry@brainharmonics.co.za

Brain Harmonics, acting through the relevant responsible business entity or practitioner, determines how and why personal information is processed in connection with its activities.

Where individual practitioners or franchise operators operate as separate legal entities, they may have their own responsibilities under applicable privacy legislation.

3. Personal Information We Collect

Depending on your interaction with us, we may collect the following categories of personal information:

3.1 Contact and identification information

Name and surname.

Email address.

Telephone number and WhatsApp contact details.

Residential or business address, where necessary.

Age or date of birth, where relevant to our services.

Parent or legal guardian contact details for clients who are children.

3.2 Enquiry and appointment information

Information you provide through website enquiry forms.

Details of the services you are interested in.

Appointment requests and booking information.

Communications sent through email, telephone or WhatsApp.

Information relating to payments and invoices.

3.3 Health and wellness information

Where necessary for providing neurofeedback or related services, we may collect personal information concerning your health and wellbeing, including:

Relevant medical and health history.

Information about sleep, stress, anxiety, emotional wellbeing and concentration.

Relevant learning, behavioural or developmental information.

Information you provide about existing diagnoses or health concerns.

Neurofeedback assessments, session notes, training information and progress records, where applicable.

Health information is afforded additional protection under POPIA. We will process this information only where a lawful basis exists and the applicable requirements for handling special personal information have been satisfied.

Please do not submit detailed medical or other sensitive information through a general website enquiry form unless it is necessary and the form is intended for that purpose.

3.4 Technical information

When you visit our website, certain technical information may be collected automatically, depending on the website's configuration. This may include:

Internet Protocol (IP) address.

Browser and device information.

Pages visited and time spent on the website.

Referring websites.

Cookies and similar tracking technologies.

The information collected depends on the tools and services actually used by our website.

4. How We Collect Personal Information

We may collect personal information when you:

Complete a contact or enquiry form on our website.

Request information about neurofeedback or brain training.

Book or attend an appointment.

Complete an assessment or client questionnaire.

Communicate with us by email, telephone or WhatsApp.

Subscribe to receive newsletters or marketing communications.

Interact with our website or associated online services.

Provide information through a parent, legal guardian or other authorised representative.

Where permitted by law, we may also receive relevant information from a person authorised to provide it on your behalf or from a professional involved in your care.

We aim to collect only the information reasonably necessary for the relevant purpose.

5. Why We Use Your Information

We may process personal information for the following purposes:

Responding to enquiries and providing information about our services.

Arranging consultations, assessments and appointments.

Providing neurofeedback and related services.

Understanding relevant client needs and maintaining appropriate client records.

Communicating with clients and, where appropriate, their parents or legal guardians.

Processing payments, issuing invoices and maintaining accounting records.

Managing our business and improving our services.

Maintaining website functionality, security and performance.

Sending newsletters, educational information or marketing communications where legally permitted.

Meeting applicable legal, regulatory and contractual obligations.

Establishing, exercising or defending legal rights where necessary.

We will not use personal information for purposes that are incompatible with the original purpose of collection unless permitted by applicable law.

6. Consent and the Processing of Health Information

We recognise that information concerning a person's health and wellbeing is particularly private.

Where required by law, we will obtain appropriate consent or establish another lawful basis before collecting or processing health information.

We will take reasonable steps to explain why sensitive information is needed and how it will be used.

Where services are provided to children, we will take account of the additional legal protections applicable to children's personal information and obtain authorisation from a competent person where required by law.

Consent may be withdrawn where consent is the applicable legal basis for processing. Withdrawal does not invalidate processing that lawfully took place before withdrawal, and we may retain information where another lawful basis or legal obligation requires us to do so.

7. Sharing of Personal Information

Brain Harmonics does not sell personal information to third parties.

We may share personal information when reasonably necessary and legally permitted with:

Authorised Brain Harmonics practitioners involved in providing services.

Administrative personnel who require the information to perform their duties.

Website hosting providers and website maintenance service providers.

Secure electronic recordkeeping and communication service providers.

Payment service providers and accounting professionals.

Legal advisers, insurers or other professional advisers where necessary.

Public authorities or regulatory bodies where required or authorised by law.

Healthcare professionals or other third parties where legally permitted and appropriately authorised.

We seek to ensure that third parties who process personal information on our behalf are subject to appropriate confidentiality and security obligations.

Where individual practitioners operate independently, information may be shared with the relevant practitioner to respond to an enquiry or provide requested services.

8. Website Cookies and Analytics

Our website may use cookies or similar technologies to ensure that it functions correctly, understand visitor behaviour and improve the user experience.

Depending on the tools installed, these technologies may collect information about how visitors use the website.

Where applicable, you may be able to manage cookies through your browser settings or a website cookie preference tool.

Disabling certain cookies may affect some website functions.

Brain Harmonics should disclose the specific analytics, advertising and tracking technologies actually used on the website and obtain consent where required by applicable law.

9. Marketing Communications

We may send you information about our services, educational material, events or relevant updates where permitted by law.

Where consent is required, we will obtain it before sending direct electronic marketing communications.

You may request to stop receiving marketing communications at any time by using the unsubscribe option, where available, or contacting us directly.

Even if you opt out of marketing, we may still contact you regarding appointments, existing services, payments or other necessary administrative matters.

10. How We Protect Your Information

Brain Harmonics takes reasonable technical and organisational measures to protect personal information against loss, unauthorised access, disclosure, alteration or destruction.

Depending on the information and systems involved, these measures may include:

Restricting access to authorised individuals.

Using passwords and appropriate access controls.

Maintaining confidentiality obligations.

Taking reasonable precautions when communicating sensitive information.

Using appropriate security measures for electronic records.

Reviewing third-party service providers where appropriate.

No website, electronic communication system or storage method can be guaranteed to be completely secure. We therefore cannot guarantee absolute security, but we will take reasonable steps to protect the information entrusted to us.

11. How Long We Keep Personal Information

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, subject to applicable legal and regulatory requirements.

Retention periods may depend on:

The nature of the information.

The services provided.

Applicable recordkeeping requirements.

The need to resolve disputes or protect legal rights.

Whether the information remains necessary for an ongoing client relationship.

Health-related records may be subject to additional professional or legal retention requirements.

When personal information is no longer required and no lawful reason for retaining it remains, we will take reasonable steps to delete, destroy or de-identify it securely.

12. Your Rights Under POPIA

Subject to applicable law, you may have the right to:

Request confirmation of whether we hold your personal information.

Request access to personal information we hold about you.

Request correction of inaccurate, incomplete, outdated or misleading information.

Request deletion or destruction of information where legally justified.

Object to certain forms of processing where permitted by law.

Withdraw consent where consent is the applicable legal basis.

Object to direct marketing in accordance with applicable legislation.

Lodge a complaint with the Information Regulator of South Africa.

To exercise your rights, please contact us using the contact details provided in this policy.

We may need to verify your identity before responding to a request. Certain requests may be limited by legal obligations, recordkeeping requirements or other lawful grounds.

13. Children's Personal Information

Brain Harmonics provides services that may involve children. We recognise the importance of protecting children's privacy.

We will take appropriate steps to protect children's personal information and will obtain consent or authorisation from a competent person where required by POPIA.

Parents and legal guardians should ensure that information provided about a child is accurate and that they are authorised to provide it.

We will take reasonable steps to ensure that children's personal information is used only for appropriate, lawful purposes connected with the services provided or other purposes permitted by law.

14. Third-Party Websites and Services

Our website may contain links to external websites, social media platforms or third-party services.

These external services operate under their own privacy policies and terms of use. Brain Harmonics does not control the privacy practices of independent third parties.

We encourage you to review their privacy policies before providing personal information through their platforms.

15. International Transfers of Personal Information

Some website hosting, email, communication or other technology providers may store or process personal information outside South Africa.

Where personal information is transferred internationally, Brain Harmonics will take reasonable steps to ensure that the transfer complies with POPIA, including its requirements concerning transfers of personal information to third parties in foreign countries.

16. Data Breaches

If a security compromise involving personal information occurs, Brain Harmonics will assess the incident and take appropriate steps to contain and address it.

Where required by POPIA, we will notify the Information Regulator and affected individuals in accordance with applicable legal requirements.

17. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, website functionality, technology or legal obligations.

The latest version will be published on our website with an updated effective date.

We encourage visitors and clients to review this policy periodically.

18. Contact Us

If you have questions about this Privacy Policy, wish to exercise your privacy rights or have concerns about how your personal information is handled, please contact:

Brain Harmonics

Website: www.brainharmonics.co.za

Email: kerry@brainharmonics.co.za

Please use the subject line Privacy Enquiry when contacting us about personal information.

You may also contact the Information Regulator of South Africa if you wish to raise a complaint concerning the processing of your personal information.

End of Privacy Policy