



### **Privacy Notice**

The purpose of this Privacy Notice is to set out how we collect, use, share, store and otherwise process your personal information. Where personal information is collected, processed or stored, such information will only be used for the purposes for which it was collected. By choosing to provide us with your personal information, you consent to the collection, processing, use and storage of your personal information as specified herein.

Your information will be processed for the following purposes:

1. For the provision of administrative services to your healthcare provider i.e. processing of claims, creation of invoices and statements.
2. For billing purposes to yourself, the client.
3. To share your personal information with external health administrators, managed care providers and other healthcare practitioners towards the successful payment of claims.

Your personal information is retained in line with relevant legislation and for as long as the information is relevant or until you request for your information to be removed.

Your information will be securely stored in physical and/or electronic forms and security safeguards are reviewed on an ongoing basis to ensure that your information is kept safe and confidential.

You consent to your information being disclosed to service providers who are involved in or enable the delivery of services to you, such as medical schemes, other health care professionals, billing companies, IT specialists, debt collectors, etc. where this is required to render treatment to you and where such third parties comply with the privacy requirements as regulated by POPIA. This may include processing and sharing information for the purpose of collecting unpaid debts. The abovementioned third parties include email and text message service providers (e.g. Gmail, MedEDI) and cloud storage providers (Google Drive) who may be located outside of South Africa. Relevant password protections will be in place to secure your information stored on these virtual platforms. All reasonable steps to ensure that the privacy protections that such third parties have in place comply with the conditions of POPIA.

The responsibility for compliance with **POPIA** and **PAIA** lies with the registered Information Officer for this business, **Mr B Amanjee**. Your confidentiality will be maintained at all times with the strictest importance.

Your rights over your information: You have the right to request that we update, correct, or delete your personal information, unless the law requires it be retained. The relevant forms as set out in POPIA (Form 1 and Form 2) will be used and this can be requested directly from us subject to payment of a legally allowable fee. Where your personal information cannot be deleted, we will take all practical steps to de-personalise it.

Right to Complain: If you believe your personal information has been used contrary to this privacy notice, you have the right to lodge a complaint with the information regulator under POPIA. You are encouraged to contact us first. If you feel your complaint has not been adequately resolved, you can contact the Information Regulator at JD House, 27 Stiemens Street, Braamfontain, Gauteng, 2001.

Name & Surname: \_\_\_\_\_ ID / Passport no.: \_\_\_\_\_

I have read this consent form and understand and accept the conditions outlined herein.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_