



Privacy Statement

1. PRIVACY STATEMENT

1.1 Definitions

Sedmed Medical Scheme (the “Scheme”) is a Responsible Party as envisaged in the Protection of Personal Information Act 4 of 2013.

POPI Act means the Protection of Personal Information Act 4 of 2013.

Data Subject means the person to whom Personal Information relates.

Personal Information means any information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. It refers to personal information about you and your employees (as relevant). It includes information about race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the individual amongst other things.

Process(ing) (of) information means the lawful and reasonable automated or manual activity of collecting, recording, organising, storing, updating, distributing and removing or deleting Personal Information to ensure that such processing is adequate, relevant and not excessive given the purpose for which it is processed.

1.2 Introduction

The Scheme recognises its Data Subjects’ rights to privacy and confidentiality. The Scheme is committed to protecting and controlling the use of your Personal Information. The Scheme is accountable to implement systems, mechanisms and processes to ensure compliance with the requirements of the POPI Act.

This Privacy Statement applies to the Scheme, its employees, and third parties who provide a service to the Scheme.

This Privacy Statement is subject to the POPI Act and requires the implementation of the Eight Conditions for the Lawful Protection of Personal Information in terms of the Act.

1.3 Collection of your Personal Information

By joining the Scheme, you agree to provide the Scheme with certain Personal Information required to process your application for membership and for the Scheme to provide a service to you in terms of its registered Rules. The Scheme will only collect Personal Information which is reasonably necessary and relevant for the legitimate performance of its obligations towards you in terms of the Rules of the Scheme.

1.4 Use of your Personal Information

The Scheme will use your Personal Information for the following purposes:

- for verifying the accuracy, correctness and completeness of any information provided to the Scheme in the course of processing an application for membership or providing services related to your membership;
- for the administration of your membership and benefits;
- for providing any managed care services that you or any of your dependents may require;
- for providing relevant information to a contracted third party who needs information to provide a healthcare service to you or any of your dependants;
- for profile and analyse risk to the Scheme;
- to share our Personal Information with external health and service providers for them to assess or evaluate certain clinical information, in the event that you are subject to such a clinical assessment.

The Scheme may disclose your Personal Information if required to do so by law or in the good-faith belief that such action is necessary to:

- conform to the edicts of the law or comply with legal process served on the Responsible Party;
- protect and defend the rights or property of the Responsible Party; and
- act in urgent circumstances to protect the personal safety of the Responsible Party's employees, users of our products or services or members of the public.

The Scheme may only use your Personal Information for another reason (“further”) purpose other than the original purpose if that further purpose is compatible with the original purpose.

1.5 Control of your Personal Information

When you become a member or otherwise provide the Scheme with your Personal Information, the Scheme will not share your Personal Information with third parties without your consent, other than for the limited exceptions already listed. It will only be used for the purposes stated above.

The Scheme may send out periodic e-mails or sms's, or by way of any other similar method, informing you of important information which requires your attention or security or service delivery issues related to a product or any service, or confirming that you requested a product or service. You will not be able to choose to unsubscribe to these mailings, as they are considered an essential part of the service rendered to you by the Scheme.

1.6 Access to your Personal Information

We will provide you with the means to ensure that your Personal Information is correct and current.

If you become a member of the Scheme, you can review your Personal Information on the Scheme's website. You will be asked to enter your username and password before viewing your Personal Information.

As Data Subject, you may request a copy of your Personal Information from the Scheme and, where applicable, instruct the Scheme to effect changes to or correct the data or delete your Personal Information. Whilst the provision of Personal Information is voluntary, withdrawing consent or choosing to delete some types of Personal Information may prevent the Scheme from providing certain services to you or your dependents.

1.7 Security of your Personal Information

The Scheme is committed to protecting the security of your Personal Information. We use various security technologies and procedures to help protect your Personal Information from unauthorised access, use or disclosure. For example, we store the Personal Information you provide in computer servers with limited access that are located in controlled facilities. When we transmit sensitive Information over the internet, we protect it through encryption, such as the Secure Socket Layer (SSL) protocol.

To better protect and safeguard Personal Information, the Scheme also takes steps to verify the identity of a Data Subject before granting access or making changes to Personal Information.

1.8 Purpose specification of Personal Information

Any Personal Information supplied by you shall only be collected and used by the Scheme for its originally intended purpose. In the event that the Personal Information will be used for another purpose, consent from you will be obtained prior to the use of such Information.

1.9 Accuracy of Personal Information

The Scheme will take all reasonable steps to ensure that all Personal Information it processes is accurate, complete and up to date. In the event of any changes to your

Personal Information, you are under an obligation to inform the Scheme of the said changes within a reasonable period of time.

1.10 Openness

The Scheme is committed to openness regarding its policies and practices of handling Personal Information. The Scheme will take reasonable steps to notify you of:

- the reason why Information is collected;
- the purpose for which it is collected;
- the consequences of failure to provide Information;
- any particular law that applies;
- whether there has been unauthorised processing or deletion of your Information.

1.11 Changes to this Statement

The Scheme will occasionally update this Privacy Statement. When we do, we will also revise the "last updated" date at the bottom of the Privacy Statement. For material changes to this Statement, the Scheme will notify you by placing a prominent notice on its website.

The Scheme reserves the right to amend, alter and terminate this Statement at any time.