

## LENMED HEALTH PRIVACY NOTICE

### INTRODUCTION

This Privacy Notice applies to the Lenmed Health Group, including its hospitals and subsidiary companies (“Lenmed” or “we”).

Lenmed is committed to protecting the confidentiality and privacy of the personal information it processes. This Privacy Notice explains how we process and protect your personal information.

As a South African registered Company, all our data processing activities are primarily regulated by the Protection of Personal Information Act, No. 4 of 2013 (“POPIA”), as amended from time to time. For the purposes of this Privacy Notice, the terms “personal information” and “process”, are as defined in POPIA.

### WHO WE ARE

We are the Lenmed Health Group, a private hospital group of companies that own and operates private hospitals within the Republic of South Africa, Mozambique and Botswana. Our South African operations are held under Lenmed Health Proprietary Limited (Registration No. 2005/022423/07), a private company with limited liability, registered in the Republic of South Africa.

### WHO THIS PRIVACY NOTICE APPLIES TO

This Privacy Notice applies to all persons (both natural and juristic) that Lenmed collects and process personal information from or about, including but not limited to:

- Website users;
- Patients and Guarantors;
- Suppliers and service providers;
- Job applicants / job candidates;
- Medical Graduates
- Medical practitioners, medical practices, allied health professionals and other healthcare suppliers and service providers providing medical services at our hospitals;
- Medical Schemes and Administrators, Managed Healthcare Organisations and Medical Insurers; and
- Other general categories of data subjects (for example, but not limited to, shareholders, colleagues and business connections, and companies with whom we intend to do business or conclude transactions with).

**Note:** Employees, consultants and volunteers contracted within Lenmed are referred to a separate employee privacy notice which is available on the Lenmed intranet or on request from Lenmed’s HR department.

**PERSONAL INFORMATION**

POPIA defines personal information as information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:

- information relating to the 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 person;
- information relating to the education or the medical, financial, criminal or employment history of the person;
- any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- the biometric information of the person;
- the personal opinions, views or preferences of the person;
- correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- the views or opinions of another individual about the person; and
- the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

**WHAT PERSONAL INFORMATION WE MAY COLLECT AND PROCESS; AND THE PURPOSES OF PROCESSING THIS INFORMATION**

While using our website or engaging with us for the provision of any of our services, you may be required to provide us with your personal information. In certain instances, you may also be required to provide us with health information and other sensitive information that is classified by POPIA as special personal information.

Given the nature of the services we provide, we are also required to collect and process the personal information of children, for example where the patient being treated at one of our hospitals is under the age of 18 years.

The below table sets out i) the categories of personal information we may collect and process, and ii) the purpose that we may process your personal information for (including, where applicable your special personal information, such as your medical information).

PATIENTS, AND GUARANTORS (WHERE APPLICABLE)	
Categories of personal information collected and processed	Purpose of processing
<ul style="list-style-type: none"> <li>• Personal Identification details such as name, surname, ID/Passport Number;</li> <li>• Contact details, such as phone</li> </ul>	<ul style="list-style-type: none"> <li>• To provide the data subject with our products and services;</li> <li>• To process a data subject’s hospital admission (including pre-admission through our website) or to process any</li> </ul>

<p>number, email address, physical and postal addresses;</p> <ul style="list-style-type: none"> <li>• Personal details, such as names, family information, ages and next of kin details;</li> <li>• Employment details, such as occupation, employment status and Employer details;</li> <li>• Demographical details, such as gender, race, and age;</li> <li>• Pre-admission information;</li> <li>• Admission information;</li> <li>• Patient Number (assigned unique identifier);</li> <li>• Details of referring medical practitioner (name, practice and contact details);</li> <li>• Health information and other special personal information regarding your medical treatment (historic and current);</li> <li>• Children’s personal information, for children (under the age of 18) who receive treatment and care at a Lenmed hospital;</li> <li>• Biometric information (where applicable and required for the purposes of your treatment and care);</li> <li>• Financial information, such as invoicing details, banking details, credit card details or account numbers, etc.;</li> <li>• Credit information;</li> <li>• Medical Scheme / Medical Insurer information;</li> <li>• Background information (where applicable and required for the</li> </ul>	<p>other enquiry that the data subject may make with the Lenmed Health Group, whether through our website, or directly with any entity within the Lenmed Health Group;</p> <ul style="list-style-type: none"> <li>• To make an online appointment through our website;</li> <li>• To assess any medical treatment the data subject may require;</li> <li>• To refer a Patient for treatment at one of our Hospitals (in respect of patient enquiries and patients seeking treatment from within and/or outside of South Africa);</li> <li>• To provide the data subject with appropriate treatment and care and to enable treating medical practitioners, medical practices (including radiology and pathology practices), Allied health professionals and other medical persons involved in the data subject’s treatment and care, to provide the data subject with appropriate treatment and care;</li> <li>• To prepare and process Patient invoices, accounts and refunds;</li> <li>• To process any claim that may be made on a data subject’s behalf with the data subject’s medical aid scheme (including the scheme administrator) or any third party medical insurer that the data subject has contracted with;</li> <li>• To process any medical claim that may be made by us with the Road Accident Fund (under the Road Accident Fund Act) or the Compensation Fund (under the Compensation for Occupational Injuries and Diseases Act) or any other similar body, in relation to the data subject’s treatment and care;</li> <li>• Where applicable, for general marketing and communication purposes, where the data subject is an existing customer of the Lenmed Health Group or where we have received the data subject’s consent to receive these communications, and in compliance with the provisions of POPIA. Data subjects will be given the opportunity to unsubscribe from any marketing communications, general communications and/or newsletters at any time, and with each communication received;</li> <li>• To improve the Lenmed Health Group’s services, the quality of our care, the quality of the medical technology</li> </ul>
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<p>purposes of your treatment and care);</p> <ul style="list-style-type: none"> <li>• When entering any of our hospitals or offices, CCTV Camera Footage collected in our hospitals or offices which are protected by CCTV cameras for security purposes;</li> <li>• Any other information as may be relevant or required in order to achieve the purpose for which we are collecting and processing the personal information.</li> </ul>	<p>that we have available at our hospitals, and to manage our relationship with our customers, for example by asking for feedback on the services and quality of care a data subject received from us or through the completion of customer experience surveys and through customer experience analysis;</p> <ul style="list-style-type: none"> <li>• For credit checking or credit reporting purposes (though a credit bureau), in order to assist our decision to provide services to a data subject or to report on any slow or non-payment of a data subject’s accounts with us;</li> <li>• For reporting (including but not limited to efficiency management and reporting), statistical, analytical, research and historical purposes;</li> <li>• For reporting on quality incidents, as required by law;</li> <li>• In relation to CCTV camera footage, for various purposes, including (i) to ensure the security of Lenmed premises, the safety of our employees and visitors, and the security of property and information located and/or stored at Lenmed premises; (ii) to prevent, deter, and if necessary investigate unauthorised access to secure premises and protected rooms, IT infrastructure or operational information; (iii) to prevent, detect and investigate theft of equipment, assets or other property at a Lenmed premises or threats of safety to persons on a Lenmed premises; and (iv) for evidentiary purposes where an incident occurs;</li> <li>• For any other purposes as may be specifically set out in our Admission Form concluded with the data subject upon admission to one of our Hospitals;</li> <li>• For the general purposes as set out below.</li> </ul>
<b>SUPPLIERS AND SERVICE PROVIDERS</b>	
<b>Categories of personal information collected and processed</b>	<b>Purpose of processing</b>
<ul style="list-style-type: none"> <li>• Where a company, company identification and registration details, details of owners/ shareholders/ directors;</li> <li>• Where an individual, personal identification details such as name,</li> </ul>	<ul style="list-style-type: none"> <li>• To conclude, perform and/or receive performance of a contract with the Supplier or Service Provider, or to take any take steps linked to or necessary for the conclusion or performance of a contract with the Supplier or Service Provider, including (but not limited to):             <ul style="list-style-type: none"> <li>• Authentication of supplier / service provider;</li> </ul> </li> </ul>

<p>surname, ID/Passport Number;</p> <ul style="list-style-type: none"> <li>• Contact details, such as phone numbers, email addresses, physical and postal addresses;</li> <li>• Financial information, such as invoicing details, VAT details, banking details etc.;</li> <li>• BBBEE and other regulatory information (where required and relevant);</li> <li>• Representative/ contact person information (contact details, such as name, telephone number and email address, of persons managing the supplier/service providers services or providing the product and services on behalf of the supplier, or personal information of employees who are entering or accessing a Lenmed health hospital or office or working on site);</li> <li>• Biometric information (only in circumstances where Service Provider / Supplier employees are working on site and/or where security background checks are required);</li> <li>• Occupational Health and Safety medical records held on safety files, in respect of contractors providing building and/or engineering services at a Lenmed Site;</li> <li>• When entering any of our hospitals or offices, CCTV Camera Footage collected in our hospitals or offices which are protected by CCTV cameras for security purposes;</li> <li>• Information shared or disclosed through the performance of a contract (such as confidential or</li> </ul>	<ul style="list-style-type: none"> <li>• BBBEE verification; and</li> <li>• Processing of accounts, invoices and payments;</li> <li>• For the purposes of our annual BBBEE submission and accreditation;</li> <li>• In relation to CCTV camera footage, for various purposes, including (i) to ensure the security of Lenmed premises, the safety of our employees and visitors, and the security of property and information located and/or stored at Lenmed premises; (ii) to prevent, deter, and if necessary investigate unauthorised access to secure premises and protected rooms, IT infrastructure or operational information; (iii) to prevent, detect and investigate theft of equipment, assets or other property at a Lenmed premises or threats of safety to persons on a Lenmed premises; and (iv) for evidentiary purposes where an incident occurs;</li> <li>• For the general purposes as set out below.</li> </ul>
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<p>proprietary information);</p> <ul style="list-style-type: none"> <li>Any other personal information that may be relevant or required to conclude, perform and/or receive performance of a contract with the Supplier or Service Provider or to achieve the purpose for which we are collecting and processing the personal information.</li> </ul>	
<b>MEDICAL PRACTITIONERS, MEDICAL PRACTICES, ALLIED HEALTH PROFESSIONALS AND OTHER HEALTHCARE SUPPLIERS AND SERVICE PROVIDERS PROVIDING MEDICAL SERVICES AT OUR HOSPITALS</b>	
<b>Categories of personal information collected and processed</b>	<b>Purpose of processing</b>
<ul style="list-style-type: none"> <li>Where an individual, personal Identification details such as name, surname, ID/Passport Number;</li> <li>Where a company, Company identification and registration details, details of owners/ shareholders/ directors;</li> <li>Contact details, such as phone numbers, email addresses, physical and postal addresses;</li> <li>Demographical details, such as gender, race, and age;</li> <li>Financial information, such as invoicing details, banking details etc.;</li> <li>Information that may be relevant and/or required in relation to the submission of claims to Medical schemes;</li> <li>Professional body registration information and practice information;</li> <li>Qualification Information and certificates of qualifications;</li> <li>Professional Indemnity and Medical</li> </ul>	<ul style="list-style-type: none"> <li>For reporting (including but not limited to efficiency management and reporting), statistical, analytical, research and historical purposes;</li> <li>To provide a Patient with appropriate treatment and care and to enable treating medical practitioners, medical practices (including radiology and pathology practices), Allied health professionals and other medical persons involved in the Patient's treatment and care, to provide the Patient with appropriate treatment and care;</li> <li>To process any claim that may be made on a Patient's behalf with the Patient's medical aid scheme (including the scheme administrator) or any third party medical insurer that the Patient has contracted with;</li> <li>To process any medical claim that may be made by us, whether with you or on your behalf, with the Road Accident Fund (under the Road Accident Fund Act) or the Compensation Fund (under the Compensation for Occupational Injuries and Diseases Act) or any other similar body, in relation to a Patient's treatment and care;</li> <li>Where applicable, for general marketing and communication purposes related to our services and our Hospitals;</li> <li>To improve the Lenmed Health Group's services, the quality of our care, the quality of the medical technology that we have available at our hospitals, and to manage our relationship;</li> </ul>

<p>malpractice insurance information;</p> <ul style="list-style-type: none"> <li>• CCTV Camera Footage collected by our hospitals and offices, which are protected by CCTV cameras for security purposes;</li> <li>• Information shared or disclosed through the performance of a contract (such as confidential or proprietary information);</li> <li>• Any other information as may be relevant or required in order to achieve the purpose for which we are collecting and processing the personal information.</li> </ul>	<ul style="list-style-type: none"> <li>• In relation to Healthcare Suppliers and Service Providers providing medical services at our hospitals, to conclude, perform and/or receive performance of a contract with the Healthcare Supplier or Service Provider, or to take any take steps linked to or necessary for the conclusion or performance of a contract with the Healthcare Supplier or Service Provider, including (but not limited to): <ul style="list-style-type: none"> <li>• Authentication of Healthcare Supplier / Service Provider;</li> <li>• BBBEE verification; and</li> <li>• Processing of accounts, invoices and payments (where applicable);</li> </ul> </li> <li>• For the purposes of our annual BBBEE submission and accreditation (where applicable);</li> <li>• For the purchasing on medicinal and medically related products;</li> <li>• In relation to Medical Practitioners, Medical Practices and Allied Health Professionals, qualification information and certificates are required for the purposes of: <ul style="list-style-type: none"> <li>• Confirmation of qualifications;</li> <li>• Legal script and drug management; and</li> <li>• Recruitment of Medical Practitioners to provide medical services at our Hospitals.</li> </ul> </li> <li>• In relation to CCTV camera footage, for various purposes, including (i) to ensure the security of Lenmed premises, the safety of our employees and visitors, and the security of property and information located and/or stored at Lenmed premises; (ii) to prevent, deter, and if necessary investigate unauthorised access to secure premises and protected rooms, IT infrastructure or operational information; (iii) to prevent, detect and investigate theft of equipment, assets or other property at a Lenmed premises or threats of safety to persons on a Lenmed premises; and (iv) for evidentiary purposes where an incident occurs;</li> <li>• For the general purposes as set out below.</li> </ul>
<p><b>MEDICAL SCHEMES AND ADMINISTRATORS, MANAGED HEALTHCARE ORGANISATIONS AND MEDICAL INSURERS</b></p>	

Categories of personal information collected and processed	Purpose of processing
<ul style="list-style-type: none"> <li>• Company identification and registration details;</li> <li>• Contact details, such as phone numbers, email addresses, physical and postal addresses;</li> <li>• Plan and Benefit information;</li> <li>• Information shared or disclosed through the performance of a contract (such as confidential or proprietary information);</li> <li>• Financial information, such as invoicing details, banking details etc.;</li> <li>• Representative/ contact person information (contact details, such as name, telephone number and email address) of persons engaging with us on behalf of the medical aid scheme (including the scheme administrator), managed healthcare organisation or any third party medical insurer;</li> <li>• Any other information as may be relevant or required in order to achieve the purpose for which we are collecting and processing the personal information.</li> </ul>	<ul style="list-style-type: none"> <li>• To process a Patient’s hospital admission (including pre-admission);</li> <li>• To process any claim that may be made on a Patient or member’s behalf with the medical aid scheme (including the scheme administrator), managed healthcare organisation or any third party medical insurer that the Patient and/or member has contracted with;</li> <li>• For reporting (including but not limited to efficiency management and reporting), statistical, analytical, research and historical purposes;</li> <li>• For the general purposes as set out below.</li> </ul>
<b>JOB APPLICANTS / JOB CANDIDATES</b>	
Categories of personal information collected and processed	Purpose of processing
<ul style="list-style-type: none"> <li>• Identification details such as name, surname, ID/Passport Number;</li> <li>• Contact details, such as phone numbers, email addresses, physical and postal addresses;</li> <li>• Demographical details, such as race, gender, language and age;</li> </ul>	<ul style="list-style-type: none"> <li>• Where a data subject is applying for a vacancy, to process the data subject’s application throughout our recruitment process;</li> <li>• In relation to CCTV camera footage, for various purposes, including (i) to ensure the security of Lenmed premises, the safety of our employees and visitors, and the security of property and information located and/or stored at Lenmed premises; (ii) to prevent, deter, and if necessary</li> </ul>



<ul style="list-style-type: none"> <li>• Qualification information, CV's and other personal information that may be requested throughout the recruitment process to assess and consider the job application (in relation to job applicants);</li> <li>• Professional body registration information (where applicable)</li> <li>• Background information, including references for reference checking and background searches;</li> <li>• Biometric information, only to the extent required in relation to conducting background checks;</li> <li>• Financial information, such as banking details and prior payslips, only as and when required within the recruitment process;</li> <li>• Medical Scheme, Pension / Provident fund information, only as and when required within the recruitment process;</li> <li>• When entering any of our hospitals or offices, CCTV Camera Footage collected in our hospitals or offices which are protected by CCTV cameras for security purposes;</li> <li>• Any other personal information that may be relevant or required to conclude a contract of employment with the candidate (where successful) or to achieve the purpose for which we are collecting and processing the personal information.</li> </ul>	<p>investigate unauthorised access to secure premises and protected rooms, IT infrastructure or operational information; (iii) to prevent, detect and investigate theft of equipment, assets or other property at a Lenmed premises or threats of safety to persons on a Lenmed premises; and (iv) for evidentiary purposes where an incident occurs;</p> <ul style="list-style-type: none"> <li>• For the general purposes as set out below.</li> </ul>
<b>MEDICAL GRADUATES</b>	
<b>Categories of personal information collected and processed</b>	<b>Purpose of processing</b>
<ul style="list-style-type: none"> <li>• Identification details such as name,</li> </ul>	<ul style="list-style-type: none"> <li>• Graduate lists are procured from Medical schools to assist us in the recruitment of newly qualified medical</li> </ul>

<p>surname, ID/Passport Number;</p> <ul style="list-style-type: none"> <li>• Contact details, such as phone numbers, email addresses, physical and postal addresses;</li> <li>• Demographical details, such as race, gender, language and age;</li> <li>• Qualification information;</li> <li>• Any other personal information that may be relevant or required for the purposes of recruiting graduate medical practitioners to provide medical services at one of our Hospitals;</li> </ul>	<p>practitioners to provide medical services at our Hospitals;</p> <ul style="list-style-type: none"> <li>• To conclude, perform and/or receive performance of a contract with a graduate medical practitioner, or to take any take steps linked to or necessary for the conclusion or performance of a contract with a graduate medical practitioner;</li> <li>• For the general purposes as set out below.</li> </ul>
<b>OTHER GENERAL DATA SUBJECT CATEGORIES</b>	
<b>Categories of personal information collected and processed</b>	<b>Purpose of processing</b>
<ul style="list-style-type: none"> <li>• Shareholders: <ul style="list-style-type: none"> <li>• Where a company or trust, company/trust identification and registration details, details of owners/ shareholders/ directors/ trustees/ beneficiaries;</li> <li>• Where an individual, personal identification details such as name, surname, ID/Passport Number;</li> <li>• Contact details, such as phone numbers, email addresses, physical and postal addresses;</li> <li>• Financial information, such as invoicing details, banking details, tax information, etc;</li> <li>• BBBEE and other regulatory information (where required and relevant);</li> </ul> </li> <li>• Colleagues and business connections: Identification details such as name and surname, and</li> </ul>	<ul style="list-style-type: none"> <li>• To manage our relationship with our shareholders, for the management and performance of regulatory obligations by and to our shareholders, and for the general purposes as set out below.</li> <li>• To engage in work related matters and (where applicable) for the general purposes as set out below.</li> </ul>

<p>contact details, such as phone numbers, email addresses, physical and postal addresses;</p> <ul style="list-style-type: none"> <li>Companies with whom we intend to do business or conclude transactions with: <ul style="list-style-type: none"> <li>information collected may include (but not be limited to) Company information including ownership information, company data, financial information and shareholders agreements.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>To enter into discussions for the conclusion of business transactions, to conclude business transaction, and all matters related thereto.</li> </ul>
WEBSITE USERS	
Categories of personal information collected and processed	Purpose of processing
<ul style="list-style-type: none"> <li>When you use one of our Webforms on our website (including general enquiries, online hospital pre-admissions, online appointments) personal information will be requested (depending on the nature of the form) and once submitted will be stored in the database of our website. All data submitted by our Webforms is encrypted;</li> <li>When visiting our website, anonymised data relating to your location and your browser type, browser version, the pages of our website that you visit, the date and time of your visit, the duration of time spent on the website pages and other applicable statistics are recorded by Google Analytics to analyse user behaviour on our website. No personally identifiable information is collected at any point.</li> </ul>	<ul style="list-style-type: none"> <li>In relation to the use of our website, to identify, investigate and attend to any technical issues, support and user queries;</li> <li>To detect, prevent or deal with any actual or alleged fraud, security breach, or the abuse, misuse or unauthorised use of the website and/or contravention of our Privacy Notice;</li> <li>To process a Patient’s hospital admission (including pre-admission through our website);</li> <li>To make an online appointment through our website;</li> <li>To process any enquiry that a data subject may make with the Lenmed Health Group, through our website;</li> <li>For the general purposes as set out below.</li> </ul>
ALL DATA SUBJECTS	
<p><b>General purposes in relation to all data subjects that personal information is collected from or about</b></p>	

In addition to the specific purposes as set out above, we may collect, use, share and/or generally process your personal information (including, where applicable and relevant, your special personal information) for the following general purposes:

- To comply with all legislative and legal requirements placed on the Lenmed Health Group, which may include, but not be limited to, legislative reporting and document retention periods and where the law requires that information regarding certain diseases be notified to the authorities;
- To conclude or perform a contract with a data subject, or to take any take steps linked to or necessary for the conclusion or performance of a contract with the data subject;
- Where necessary, for any purposes which are in our, the data subject's or a third party's legitimate interest;
- To perform general administrative, operational, management, financial and performance functions and activities relating to the operation and running of our businesses, for the purposes of managing our legal and operational affairs; and for any purposes relating to our legal obligations or our legitimate business needs;
- Where applicable, for general marketing and communication purposes, where the data subject is an existing customer of the Lenmed Health Group or where we have received the data subject's consent to receive these communications, and in compliance with the provisions of POPIA. Data subjects will be given the opportunity to unsubscribe from any marketing communications, general communications and/or newsletters at any time, and with each communication received;
- For reporting, statistical, analytical, research and historical purposes;
- For any purposes which are required or authorised by law;
- To respond to requests by government, a court of law, or law enforcement authorities conducting an investigation;
- To detect, prevent or deal with any actual or alleged fraud, security breach or other incident.

We may also **collect, use, share and/or generally process** personal information or data, including health information that has been de-identified and/or aggregated, for example statistical or demographic data, for any purpose. In certain circumstances this aggregated or de-identified data may also be commercialised. Aggregated or de-identified data is not considered personal information in terms of POPIA, as this information is de-identified and does not, directly or indirectly, reveal your identity.

## WHO WE COLLECT YOUR PERSONAL INFORMATION FROM

Generally, we collect your personal information directly from you.

In certain circumstances we may also collect your personal information from other sources where it is necessary for us to do so, based on the purpose that we are processing the personal information for, such as (but not limited to) when you are admitted to or being treated at one of our hospitals. In these circumstances we may, for example, collect your personal information, including your health information, from your treating doctor, the radiology department, the pathology department, your

medical aid scheme (including the scheme administrator) or any third-party medical insurer you have contracted with, and other medical practitioners and allied health professionals involved in your treatment and care.

### **Is the collection of your personal information voluntary or mandatory?**

Generally, the collection of personal information from you and from other sources (where required) is mandatory in order to achieve the **purposes** that we are collecting it for.

If the personal information that we are asking you for is voluntary, we will let you know.

If you withhold or refuse to provide us with the mandatory personal information (including special personal information) that we require, this could prevent or have a material impact on our ability to:

- provide you with proper treatment or care (where you are a patient or a guarantor on behalf of a patient);
- provide you with our products or services (where we are the service provider);
- receive goods or services from you (where you are a supplier or service provider);
- process your job application (where you are a job applicant / job candidate); or
- generally, conclude or perform under a contract concluded with you.

### **WHO WE DISCLOSE OR SHARE PERSONAL INFORMATION WITH**

We value and respect the confidentiality and privacy of the personal information that you entrust us with. We are not in the business of selling your personal information and we will not share or disclose your personal information to anyone except as provided in this Privacy Notice and/or any contracts or terms and conditions of service concluded with us.

By using our website and/or engaging with us for the provision of our or your services, you acknowledge and agree that we may share your personal information (including, where applicable your special personal information, for example your medical information) in the following instances:

- If it is necessary in order to provide you with a service that have you have requested or contracted us to provide or source on your behalf;
- If it is necessary in order to provide you with proper treatment and care;
- If it is in your legitimate interest;
- If it is necessary for the proper performance of a public law duty by a public body;
- If it is required or authorised by law;
- If you have provided us with your consent;
- With third party medical practitioners, medical practices, medical facilities (including pathology and radiology medical practices) and Allied health professionals who are involved in your treatment and care;
- With your medical scheme and its medical scheme administrator, the Road Accident Fund (under the Road Accident Fund Act) or the compensation fund (under the Compensation for Occupational Injuries and Diseases Act) or any other similar body, for the purposes of submitting and processing any claims to made to these Parties associated with the treatment and care provided to you;

- With our service providers (including our suppliers, subcontractors, affiliates, partners, agents and professional advisors), in order to provide you with our services, to provide you with proper treatment and care, for efficiency reporting purposes or generally as required for the administration and management of our business. In these instances, we will ensure that the necessary security safeguards and confidentiality undertakings are in place to secure your personal information. We will only allow third parties to process your personal information for a specific purpose, in accordance with our instructions and in accordance with the requirements of POPIA and any other applicable data privacy laws;
- With our employees, who may require that information to do their jobs;
- With regulators and government authorities in connection with our compliance procedures and legal obligations;
- With a purchaser or prospective purchaser of all or part of our assets or our business or the shares of our company (or any subsidiary company), and their professional advisers, in connection with the purchase;
- With a third party, in order to enforce or defend our rights, or to address financial or reputational risks.

## **SECURING YOUR PERSONAL INFORMATION**

Securing the personal information you give us, or that we receive about you, is a priority for Lenmed.

In accordance with the requirements of POPIA, we secure the integrity and confidentiality of personal information in our possession or under our control by taking appropriate and reasonable technical and organisational security measures to prevent:

- Loss of, damage to or unauthorised destruction of personal information; and
- Unlawful access to or processing of personal information.

We have taken reasonable measures to:

- Identify all reasonably foreseeable internal and external risks to personal information in our possession or under our control;
- Establish and maintain appropriate safeguards against the risks identified;
- Regularly verify that the safeguards are effectively implemented; and
- Ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.

## **HOW LONG WE RETAIN PERSONAL INFORMATION FOR**

We will not retain your personal information longer than necessary. We will retain the personal information you provide to us or that we receive about you for as long as is needed to achieve the purpose that it was collected for, or for an extended period of time, even after the personal

information is no longer needed to achieve the purpose that it was collected for, if the retention of your personal information records is:

- required by law or any code of conduct;
- required to meet regulatory requirements;
- needed for evidentiary purposes, to resolve disputes, to prevent or investigate fraud and abuse, or to enforce any contract concluded with you;
- reasonably required for lawful purposes that are related to Lenmed's function, operations or activities;
- determined necessary in accordance with our internal document retention and destruction policies;
- required for historical, research or statistical purposes. In these circumstances we will take measures to de-identify this personal information as far as reasonably possible.

Where applicable, personal information that has been included on our customer database and that is used for marketing and communication purposes will be retained by us. When you request to unsubscribe from these communications, your contact information contained in our customer communication databased will be placed into an unsubscribe list, to enable us to manage and honour your unsubscribe request. Should you require us to delete your information completely from our customer communication data base, you understand that we will no longer be able to manage your unsubscribe request (as we will no longer have a record of your unsubscribe request available in our database).

## **DIRECT MARKETING**

Generally, Lenmed does not use personal information for direct marketing purposes. Lenmed may however send out informative communications to its patients and other data subjects on its database, from time to time. Any communications sent out by Lenmed for the purposes of direct marketing would however be done in compliance with the requirements of POPIA.

To ensure that we maintain the quality of our service offering and the quality of our care, we may ask patients to complete customer experience surveys throughout their patient journey with us.

## **STORAGE AND TRANSFER OF YOUR PERSONAL INFORMATION**

Given the nature of our business, we may store both hard copy and electronic records containing personal information.

Hard copy personal information records may be stored at our facilities or premises, or when archived, at a third-party document retention service provider for the duration of the applicable document retention period. We will take reasonable and appropriate measures to ensure that hard copy personal information records stored or retained by third party service providers is done in compliance with POPIA.

Electronic personal information records may be stored on Lenmed's servers and/or on third party servers, including servers used for cloud-based software and applications used by Lenmed for the

purposes of providing you with treatment and care at our hospitals and for the administration and management of our business.

While Lenmed endeavours, as far as reasonably possible, to store your personal information locally in South Africa, we may be required to transfer to and/or store your personal information on servers located outside of South Africa. Lenmed may also have third party service providers that are located outside of South Africa, which may result in your personal information being transferred and processed outside of South Africa. Given the nature of Lenmed's business, some of this personal information may be health information or other categories of special personal information, and some of this information may include the personal information of children.

Lenmed will take reasonable and appropriate measures to ensure that any personal information, special personal information or children's information that is transferred outside of the borders of South Africa is transferred in compliance with the requirements of POPIA and that an adequate level of privacy protection is in place between us and these third-party service providers.

#### **PROCESSING OF SPECIAL PERSONAL INFORMATION AND CHILDREN'S PERSONAL INFORMATION**

Due to the nature of Lenmed's business as a hospital group, it is required to collect and process special personal information and children's personal information, particularly in relation to the provision of treatment and care to our patients.

All special personal information and children's personal information collected and processed by Lenmed will be done in compliance with the provisions of POPIA.

#### **WHAT ARE YOUR PRIVACY RIGHTS**

As a data subject, POPIA provides you with a number of rights in relation to how your personal information is used and processed. In terms of POPIA, you are entitled, in the prescribed manner and form, to:

- request a copy of the personal information that we hold about you (subject to and in accordance with the provisions of the Promotion of Access to Information Act);
- update the personal information you have given to us, in the event that the personal information is inaccurate or outdated;
- request the correction, destruction or deletion of personal information we hold about you (where legally permissible and subject to our right not to correct or delete the personal information record in certain circumstances);
- object to your personal information being processed by us (on reasonable and lawful grounds), in instances where you have a legitimate reason to believe that we are not processing your personal information in accordance with the provisions of POPIA; and to
- object to any processing of your personal information for the purpose of direct marketing by electronic communication, in the prescribed manner and form, or to unsubscribe from receiving any marketing or communication emails received from us by clicking the "unsubscribe" link at the bottom of any email; and



- withdraw your consent to us processing your personal information, where consent is the relied on by us as the lawful basis for the processing that personal information.

We will make commercially reasonable efforts to provide you reasonable access to any of your personal or other account information that we process and/or retain. In certain circumstances, such as when we are required retain or withhold the disclosure of certain personal information by law, we may not be able to provide you with access to all your personal information or we may not be able to change, rectify or delete your personal information at your request. In these circumstances, we will provide you with reasons as to why your request cannot be complied with.

Hospital records will only be made available in accordance with the Promotion of Access to Information Act, 2 of 2002.

### **ADDRESSING COMPLAINTS, INFORMATION REQUESTS AND CONSENT WITHDRAWAL**

If you have a complaint about how we are processing your personal information, or if you wish to object to us processing your personal information or request the correction, deletion or destruction of any of the personal information records we hold about you please contact our Group Information Officer at [info@lenmed.co.za](mailto:info@lenmed.co.za) (**Attention: Group Information Officer, Jayesh Parshotam**), in the first instance, so that we can resolve the complaint or attend to your request.

All requests need to be submitted on the prescribed forms, as set out in the POPIA Regulations.

The prescribed form for reporting complaints regarding the use or processing of your personal information by us, must be addressed on [Form 1](#)

The prescribed form for requesting the correction, deletion or destruction of your personal information records by us, must be addressed on [Form 2](#) You acknowledge that in some instances Lenmed may not be able to comply with your request to correct or delete your personal information, where this request conflicts with any applicable laws.

Should you wish to request access to, or a copy of, your personal information records, please refer to our [PAIA Manual](#) (located on our website), which will guide you on the prescribed processes and forms to do so.

Should you wish to **withdraw a consent** that you have provided us with to process your personal information, please contact our Group Information Officer at [info@lenmed.co.za](mailto:info@lenmed.co.za) (**Attention: Group Information Officer, Jayesh Parshotam**). Your consent may be withdrawn where your consent is the sole lawful ground which Lenmed relies on to process your personal information. You acknowledge that in circumstances where there are other lawful grounds which Lenmed relies on to process your personal information, Lenmed will still be entitled to process your personal information on those lawful grounds.

In terms of POPIA, you are also entitled to direct a complaint to the Office of the Information Regulator, South Africa if you feel that your complaint has not been adequately addressed directly with us. Complaints to be addressed to the Information Regulator must be completed in the prescribed manner and form (on prescribed Form 5 Part II, as set out in the POPIA Regulations).

The Office of the Information Regulator may be contacted at [enquiries@infoeregulator.org.za](mailto:enquiries@infoeregulator.org.za) (general enquiries) or [POPIAComplaints@infoeregulator.org.za](mailto:POPIAComplaints@infoeregulator.org.za) (for POPIA complaints).

Their website is: <https://infoeregulator.org.za/>.

#### **CHANGES TO THIS PRIVACY NOTICE**

Changes may need to be made to this Privacy Notice, from time to time. We will endeavour to only make changes to this Privacy Notice where they are material, necessary and/or required as a result of legislative or regulatory changes or guidance, or any code of conducts published that may be relevant to the industry in which our business operates.

Any changes made to this Privacy Notice will be posted through an updated Privacy Notice that is loaded onto this website page. Please check this page to keep informed of any updated or revised Privacy Notice that may be posted.

#### **LAWS APPLICABLE TO THIS PRIVACY NOTICE**

This Privacy Notice is governed by the laws of the Republic of South Africa, and you hereby consent to the jurisdiction of the South African courts in respect of any dispute which may arise out of or in connection with the formation, interpretation, substance or application of this Privacy Notice.