

Privacy Policy

LG-COR-POL-004-24

Policy Number		Page Number	Page 2 of 1
Document Owner (compiled by)	Data Protection Officer	Approved & reviewed by	GRC Committee Executive Committee
Recommended By (HOD)	Group GRC Officer	Date Effective/Approved	March 2026
Approved Date		Next Review Date	December 2026

DR MANDI MZIMBA COMPILED BY: GROUP INFORMATION OFFICER	Dr Mandi Mzimba Digitally signed By Dr Mandi Mzimba Date: 2026.03.04 07:04:39
DR KOP MATSEKE APPROVED BY: GROUP CHIEF EXECUTIVE OFFICER	Dr KOP Matseke Digitally signed By Dr KOP Matseke Date: 2026.03.11 10:23:01

1. Introduction

- 1.1 Clinix Health Group Pty Ltd [**CHG**] is a proudly South African Private Company providing Health Care Management services. supported by various subsidiaries providing services and facilities within the Group.
- 1.2 We recognize the importance of protecting your privacy and of processing your information lawfully in accordance with the rules prescribed in terms of the Protection of Personal Information Act 4 of 2013, as amended [**POPI**].
- 1.3 CHG strives to comply with its obligations under **POPI**.
- 1.4 Our Privacy Policy establishes our standards about the way we process and treat your personal information.
- 1.5 "Personal Information" has the meaning ascribed thereto under POPIA and specifically includes any form of information that can be used to identify a Data Subject;
- 1.6 "Data Subject" has the meaning ascribed thereto under POPIA;
- 1.7 "Regulator" means the Information Regulator established in terms of POPIA;
- 1.8 "Processing" means any operation or activity whether by automatic means, concerning records including storing, collecting, receiving, recording, organizing, collating, updating, retrieving, consulting or using, disseminating, distributing or making available and merging, linking, blocking, degrading, erasing and destroying.

2. Types Of Personal Information We Process

- 2.1 CHG will generally process personal information for purposes required to operate and manage our normal operations as a healthcare provider.
- 2.2 Examples of personal information we process includes but is not limited to: - information such as your name, surname, address, contact details, employment details, next of kin information, educational qualifications, race, gender, age, and ID/passport number, financial information and medical information (including but not limited to pre-existing conditions, medical test results and medical aid details).
- 2.3 We collect your personal information directly from you or from a healthcare professional that is providing medical services to you or a family member/next of kin. This is done either through our admissions processes, hospital stays or other interactions.

3. How Do We Use Your Personal Information

- 3.1 CHG will only process your personal information for a specific and lawful purpose. We may use your personal information for any legitimate business purposes relating to providing our services to you. Some of the purposes for which we use your personal information include:
 - 3.1.1 to process your hospital administration.
 - 3.1.2 to assess required medical treatment.
 - 3.1.3 providing you with our services and products.
 - 3.1.4 referring to other service providers.
 - 3.1.5 responding to your queries posted on our website or emailed to us.

- 3.1.6 improving our website and services by analyzing certain information collected, including cookies and other related information.
- 3.1.7 onboarding suppliers and service providers as approved suppliers/service providers of **CHG**.
- 3.1.8 employment related purposes such as recruitment and payroll.
- 3.1.9 for other purposes where you consent to the processing of your personal information.
- 3.1.10 payment processing functions, including payment of suppliers/service providers.
- 3.1.11 complying with our regulatory or other obligations.

4 Sharing Your Personal Information

- 4.1 We may disclose your personal information to our subsidiaries or third-party service providers, where necessary, to fulfill the purpose for which your information was provided to us. We may share your personal information with:
 - 4.1.1 any subsidiary of **CHG**.
 - 4.1.2 your medical aid scheme or insurance company.
 - 4.1.3 any firm, organization, or person that **CHG** uses to collect payments and recover debts or to provide a service on its behalf.
 - 4.1.4 any payment system that **CHG** uses.
 - 4.1.5 regulatory and governmental authorities, ombudsmen, including tax authorities, a court of law where CHG has a duty to or obliged to share information.
 - 4.1.6 third parties to whom payments are made on behalf of employees.

- 4.1.7 financial institutions or medical aids from whom payments are received on behalf of patients.
 - 4.1.8 employees, contractors, and temporary staff; and
 - 4.1.9 our duly appointed Agents.
- 4.2 We will only share your personal information for purposes of providing services to you or any other legitimate purpose relating to the provision of our services to you, including but not limited to, the protection of our or your rights, complaints, marketing, or carrying out or enforcing any agreement between us.
- 4.3 Where required, we may share your personal information with our service providers. We only share information with service providers after obtaining an undertaking that your information will be processed lawfully. You have the right to object to this at any time.
- 4.4 Where the law requires us to do so, we may also share your personal information with third party service providers, agents, contractors, employees, law enforcement agencies or affiliates. We will only share your personal information in these instances where it is necessary for us to do so and only to the extent that your personal information is needed for such third parties to perform their services or obligations.

5 Your Rights

You have the right to:

- 5.1 To access your personal information subject to providing proof of identity and fulfilling prescribed requirements.
- 5.2 be notified if your personal information has been accessed or acquired by an unauthorized person.

- 5.3 You may request us to correct or delete your personal information (subject to statutory restrictions) on grounds that it is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully; or destroy or delete a record of personal information that we no longer are authorized to retain in terms of **POPI** alternatively any other relevant legislation.
- 5.4 If you wish to request a correction or deletion of personal information or the destruction or deletion of a record of personal information you must submit the prescribed request for correct or deletion form which may be obtained from the website of the Information Regulator and email it to informationofficer@clinix.co.za.
- 5.5 object, on reasonable grounds, to the processing of your personal information. Should you elect to object to the processing of your personal information, please complete the prescribed objection form which may be obtained from the website of the Information Regulator and email it to privacyoffice@clinix.co.za. Any objection to us processing your personal information shall impact on our ability to provide our services to you which may include the inability to honor our contractual commitments entered with you.
- 5.6 not to be subject, under certain circumstances, to a decision which is based solely on the basis of the automated processing of your personal information intended to create a profile.

6 Retention of Your Personal Information

- 6.1 **CHG** may retain your personal information only for the period necessary for the purpose for which it was intended or in accordance

with the provisions of any applicable legislation and guidelines issued by the Department of Health and the Health Professionals Council of South Africa.

7 Safe Keeping of Personal Information

- 7.1 **CHG** shall preserve the security of your personal information and prevent its alteration, loss and damage, or access by non-authorized third parties.
- 7.2 **CHG** will ensure the security and integrity of your personal information in its possession or under its control with appropriate, reasonable technical and organizational measures to prevent loss, unlawful access, and unauthorized destruction of your personal information.
- 7.3 **CHG** has implemented physical, organizational, contractual, and technological security measures (having regard to generally accepted information security practices or industry specific requirements or professional rules) to keep all personal information secure, including measures protecting any personal information from loss or theft, and unauthorized access, disclosure, copying, use or modification.
- 7.4 **CHG** maintains and regularly verifies that the security measures are effective and regularly updates same in response to new risks.

8 Website Access and Privacy

8.1 When accessing our website, you are not required to provide any personal information on the public areas of our website. However, you may choose to do so by completing the application forms on various sections of our website, including:

- 8.1.1 making an enquiry regarding our services.
- 8.1.2 Pre-admission applications.
- 8.1.3 Careers/vacancy applications.

8.2 By continuing to use our website:

You agree that we may collect, collate, process and/or store your personal information for the purpose of:

- 8.2.1 providing you with access to the website and its contents.
- 8.2.2 responding to enquiries about our services.
- 8.2.3 emailing you updates.
- 8.2.4 contacting you about possible employment.

8.3 By continuing to use our website and supplying your personal information you:

- 8.3.1 do so voluntarily, acknowledging that you know and understand the contents and terms and conditions of this policy.
- 8.3.2 give **CHG** your informed consent to process your personal information

9 Use of Cookies

9.1 CHG uses cookies on our website to collect standard internet visitor usage information. Cookies are pieces of information a website

transfers to a user's device for recordkeeping purposes. This personalizes your experience on our website.

- 9.2 By using our website, you agree that cookies may be forwarded from the website to your device. You have the right to disable cookies on your internet browser settings; however, this may result in the loss of functionality, restrict use of the website and/or delay the way in which the website operates.

10 Links to Other Sites

- 10.1 When you are using our website, you could be directed to other sites that are beyond our control. These other web sites may send their own cookies to collect your data or solicit personal information. We do not control the privacy policies of those third-party websites.

11 Amending this Policy

- 11.1 We may update this policy from time to time by publishing a new version on our website.
- 11.2 You can also obtain the current version of this policy at any time by emailing a request to our Information Officer whose contact details are set out below

12 Queries and Contact Details

- 12.1 Should you feel that your rights in respect of your Personal Information have been infringed, please address your concerns to the Clinix Information Officer at informationofficer@clinix.co.za We will respond to your complaint as quickly and efficiently as possible.
- 12.2 If you are not satisfied with our resolution of your complaint, you have the right to lodge your complaint directly. With the information

regulator by sending an email to complaints.IR@justice.gov.za or visiting their website at <https://inforegulator.org.za/>.