



Lenmed Digital Service - In App Privacy Notice

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1. Introduction

The Lenmed Health Group is made up of different legal entities, including its hospitals and subsidiary companies. Details of the Lenmed Health Group of companies can be found in our PAIA manual located on our website (www.lenmed.co.za) or other company resources located on our website.

This Privacy Notice applies to the Lenmed Health Management Company (Pty) Ltd together with the associated entities within the Lenmed Health Group that may use or process personal information through this Mobile Application. References in this Privacy Notice to “**Lenmed Digital Services**” “**we**” “**us**” or “**our**”, shall mean Lenmed Health Management Company (Pty) Ltd together with the associated entities within the Lenmed Health Group that may use or process personal information through this Mobile Application.

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 Group of companies, 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.

This Privacy Notice sets out the Lenmed Digital Service privacy policy for the collection and processing of personal information through your use of this Mobile Application, including any information you may provide to us through this Mobile Application and when you contact us for any reason such as (but not limited to):

- Registering for access to Lenmed Digital Services;
- Downloading content from the Mobile Application;
- Requesting information about our services; or
- Filling in a survey.

It is important that you read this Privacy Notice together with any other privacy notice we may provide to you on specific occasions (if any) when we are collecting or processing personal information about you so that you are fully aware of how and why we are using your personal information.

2. Who this Privacy Notice applies to

This Privacy Notice applies to all Users of this Mobile Application, including but not limited to:

- medical practitioners and health care providers (whether an individual professional or a medical practice) or similar institution wishing to be listed, or already listed, on the Mobile Application, including designated, authorized associates of such practitioners or medical practices (“**Practitioner(s)**” or “**you**”); and
- A patient, his/her representatives or affiliates, searching for Practitioners through the Mobile Application (“**you**”);
- Any other user of the Mobile Application (“**you**”).

3. What is 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.

Personal information does not include data where the identity of the person that the information relates to has been de-identified (anonymous data).

4. The data we collect about you

Through your use of the Mobile Application, we may collect, use, store and transfer different kinds of personal information about you, which we have grouped together as follows:

- 4.1 Contact Data - includes contact details such as phone number, email address, physical and postal addresses;
- 4.2 Identity Data – includes first name, last name, photo, ID/Passport number and any other information that may be included in documents uploaded to the Mobile Application;
- 4.3 Health Information and Records Data – including health information which you or your Practitioner may upload onto the Mobile Application and health records which may be uploaded and stored in your Mobile Application user account in your cloud network known as “Records”;
- 4.4 Marketing and Communications Data - includes your Contact Details for us to send marketing communications and other general communications to you;
- 4.5 Profile Data - includes your username and password for Lenmed Digital Service Health Cloud;
- 4.6 Technical Data - includes internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this Mobile Application;
- 4.7 Usage Data - includes information about how you use our Mobile Application;
- 4.8 Aggregated Data - we also collect, use and share “**Aggregated Data**” such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal information but is not considered personal information in law as this information is de-identified and does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific Mobile Application feature. However, if we combine or connect Aggregated Data with your personal information so that it can directly or indirectly identify you, we treat the combined data as personal information which will be used in accordance with this Privacy Notice; and
- 4.9 Any other information or data as may be relevant or required for your use of the Mobile Application, or which you or (where you are a patient User) your Practitioner(s) may upload onto the Medical Application under your User Account.

5. How is your personal information collected?

We use different methods to collect personal information from and/or about you including through:

- Direct interactions. You may give us your Identity and Contact Data by filling in forms or by corresponding with us on this Mobile Application. This includes personal information you provide when you:
 - Subscribe to our service;
 - Send us information about a request for medical services;
 - Give us some feedback.
- Automated technologies or interactions. As you interact with our Mobile Application, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal information by using cookies, server logs and other similar technologies. Please see our cookie policy below for further details.
- Third parties or publicly available sources, including (where applicable) the Practitioner(s) that you interact with through the Mobile Application.

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 that is required for the Mobile Application, this could prevent or have a material impact on your ability to use the Mobile Application.

6. How and why we use your personal information?

6.1 Purpose of Processing (how we use your personal information)

We will only use your personal information when the law allows us to. Most commonly, we may use and process your personal information for the following purposes:

- To provide you with the use of the Mobile Application and its related services;
- To match your details with any database at our given hospital groups or provider networks, and to engage with you in relation to patient engagement and treatment process;
- Where applicable, for general communication and marketing purposes, in compliance with the provisions of POPIA;
- For quality and relationship management purposes, i.e. to improve the quality of the services on the Mobile Application and to manage our relationship with you and our customers generally (such as feedback and customer experience surveys/questionnaires);
- To comply with all legislative and legal requirements placed on us, which may include, but not be limited to, legislative reporting and document retention periods;
- To conclude or perform a contract with you, or to take any take steps linked to or necessary for the conclusion or performance of a contract with you;

- Where necessary, for any purposes which are in our, your 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;
- 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.

6.2 Lawful basis (why we use your personal information)

In this section, we have described the ways we plan to use your personal information, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Consent Management: Generally, we do not rely on consent as a legal basis for processing your personal information. In circumstances where we do rely on consent, you will have the ability to provide or revoke consent for specific data processing activities through the Mobile Application. You will also have the right to opt out from marketing and various services, events, plans that you have undertaken at any time by clicking the unsubscribe link in any email you receive from us or by contacting us at the details as set out in section 14 below.

Note that we may process your personal information for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us (at the details as set out in section 14 below) if you need details about the specific legal ground(s) we are relying on to process your personal information where more than one ground has been set out in the table below.

Lawful basis for processing personal information may include:

Processing	Lawful Basis
Enabling your use of the Mobile Application and Services; Telling you about changes to our terms or privacy policy;	Performance of a contract with you.
To enable you to receive and/or manage medical treatment and care through the Mobile Application Services, in the manner as more fully set out in section [x] below.	Performance of a contract with you. For the provision and management of medical treatment or care to you.
Asking you to leave a review or take a survey Marketing and general communications	Performance of a contract with you. Necessary for our legitimate interests (to keep our records updated and to study how customers use our services)

To study how customers use our services, to develop our services and grow our business	Necessary for our legitimate interest
To administer and protect our business and this Mobile Application (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data) For running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise	Required by law; Performance of a contract with you; Necessary for our legitimate interests;
To use data analytics to improve our Mobile Application, Lenmed Digital Service medical or clinical search, services, marketing, customer relationships and experiences (to define types of consumers for our products and services, to keep our Mobile Application updated and relevant, to develop our business and to inform our marketing strategy)	Necessary for our legitimate interests; Necessary to ensure that we can perform under our contract with you.

6.3 Processing of Patient Health Information

Through your use of the Mobile Application your health and patient information (“**Patient Health Information**”) may be processed through a dedicated hospital triage mobile digital application service, which service complies with the requirements of POPIA and conforms to other standards imposed by international laws and regulations regulating the security and protection of Patient Health Information, such as the Health Insurance Portability and Accountability Act (HIPAA).

Below are some key manners in which Patient Health Information may be processed by us and/or your Practitioner through the Mobile Application:

- **Patient Registration, Authentication and Engagement:** You will be creating a secure digital account using your personal information such as name, date of birth, and contact details. We use secure authentication methods (e.g., two-factor authentication) to ensure that only authorized individuals can access Patient Health Information.
- **Appointment or Case Scheduling:** You will be able to schedule specialist appointments via GP referrals through the Mobile Application, which may involve sharing your personal information, including medical history, clinical summary, symptoms, current medical conditions and preferred appointment times to engage with the relevant Practitioner.
- **Medical Records Access:** You will be able to access your medical history, clinical summary and vital patient records securely via the Mobile Application. This includes information such as diagnoses, treatment plans, diagnostic reports, histopathological evaluations and test results.

- **Prescription Refills and Medication Management:** You may request prescription refills through the Mobile Application, requiring you to provide personal information like medication history and pharmacy details.
- **Telemedicine and Digital Health Consultations:** Telemedicine and Digital Health Consultations via the Mobile Application will allow you to have virtual consultations with Practitioners while safeguarding your Personal Health Information.
- **Secure Messaging and Notifications:** You will be able to receive messages, appointment reminders, and key notifications from time to time, regarding your health and treatment plans, while using the Mobile Application. These communications will be encrypted and secure.
- **Emergency Services:** In case of emergencies, you will be able to provide crucial personal information such as allergies, emergency contacts, and medical conditions through the Mobile Application.

6.4 Processing of Health Records Data

You may be provided with a storage facility on your cloud network in the Mobile Application known as “**Records**” on your Mobile Application services account. Information that may be available in your Records is of two types:

- User-created: Information uploaded by you, or information generated during your interaction with the Mobile Application ecosystem, e.g. appointments, medicine orders placed by you.
- Practice-created: Health Records generated by your interaction with a Practitioner who uses ‘Lenmed Digital Service’ or other Services of Lenmed Digital Service.

Your data consisting of clinical/personal information, health records & specialist visits for consultations are only created after you have signed up on the Mobile Application and explicitly accepted the Lenmed Digital Service Terms and Conditions and this Privacy Notice.

Any Practitioner created Health Record is provided through the Mobile Application on an as-is basis at the sole intent, risk and responsibility of the Practitioner. **We do not validate this information and makes no representation in connection therewith.** If you wish to point out any discrepancies or add, delete, or modify the Health Record in any manner, you should contact the relevant Practitioner directly.

It is your responsibility to keep your correct mobile number and email ID updated in your Records section of the Mobile Application. Your Health Information will be sent to the Records associated with this mobile number and/or email ID. Every time you change any contact information (mobile or email) on the Mobile Application, we will send a confirmation. **We are not responsible for any loss or inconvenience caused due to your failure in updating the contact details on the Mobile Application.**

We use industry-level security and native encryption layer to secure your Health Records. However, we do not guarantee to prevent unauthorized access if your Account Credentials (log-in details) are otherwise compromised. It is your responsibility to ensure that your Account Credentials are kept secure and not shared with anyone. In the event you are aware of any unauthorized use or access, you must immediately inform us. Please safeguard your Account Credentials and report any actual suspected breach of your account to info@lenmed.co.za (Attention: Group Information Officer).

If you access your dependents' Health Records by registering your dependents with your own Records, you are deemed to be responsible for the Health Records of your dependents and all obligations that your dependents would have had, had they maintained their own separate individual Records. You agree that it shall be your sole responsibility to obtain the prior consent of your dependent and that you have the right to share, upload and publish any sensitive personal information of your dependent.

Should you wish to delete your Records, you can do so by contacting our service support team. However only your account and any associated Health Records will be deleted, and your Health Records stored by your Practitioners will continue to be stored in their respective accounts. Any deletion of medical records will also be subject to applicable law.

If your Health Record remains dormant for a stipulated time, you may not be able to access your Health Records due to security reasons.

The Health Records are shared with the phone numbers that are provided by your Practitioner. We are not responsible for sharing or adding Health Records with incorrect numbers if those incorrect numbers are provided by the Practitioner.

We are not responsible or liable for any content, fact, Health Records, medical deduction or the language used in your Health Records whatsoever. Your Practitioner is solely responsible and liable for your Health Records and any information provided to us including but not limited to the content in them.

We have the ability, in our sole discretion, to retract Health Records without any prior notice if they are found to be shared incorrectly or inadvertently.

We may be required to share the Health Record where it is mandated to do so by law or by a court order.

We may need to access your Health Record for cases such as any technical or operational issue which you are experiencing or in relation to ownership of the Records.

You acknowledge and understand that the Practitioners you are visiting may engage Lenmed Digital Service software or third party software for the purposes of the functioning of the Practitioner's business and Lenmed Digital Service services including but not limited to the usage and storage of Records in South Africa and (where applicable and in compliance with POPIA) outside South Africa, in accordance with the applicable laws. The servers that we use for the purposes of the Mobile Application are located within South Africa.

To the extent that your Records have been shared with us or stored on any of the our products used by Practitioner's you are visiting, and may in the past have visited, you hereby acknowledge and agree to the storage of your Records by us pertaining to such previously visited clinics and hospitals who have tie ups with us for the purposes of their business and for our services including but not limited to the usage and for storage of Records in South Africa and (where applicable and in compliance with POPIA) outside South Africa, in accordance with the applicable laws and you further acknowledge and agree, upon creation of your account with us on the Mobile Application, to the mapping of such Records as may be available in our database to your User account.

6.5 Processing of data collected through booking appointments and use of the Call Facility:

While using the Mobile Application for purposes such as appointment bookings, you may see a 'show number' option. When you choose this option, you may choose to call the number through a free telephony service provided by the Mobile Application.

The records of these calls are recorded and stored in our servers. These calls will have an Interactive Voice Response (IVR) message stating the purpose of recording your calls and your consent to such recordings.

We may share the information that you have provided with the Practitioner and store such information and/or conversation with the Practitioner.

These recordings may also be accessed by us for quality control and support related purposes and are dealt with only in accordance with the terms of this Privacy Notice.

This call facility should be used only for appointment and booking purposes, and not for consultation on health-related issues. We accept no liability if the call facility is not used in accordance with the foregoing.

If you choose to not provide your consent to recording your calls that may have personal information required for appointment and booking purposes, we reserve the right to not provide the Services for which such personal information is sought.

6.6 Data Minimization

We endeavour to collect and process only the minimum amount of personal information necessary for the intended purpose, reducing the risk of data duplication or exposure.

6.7 Marketing

We strive to provide you with choices regarding certain personal information uses, particularly around marketing and advertising. If you no longer want to receive marketing communications from us you can click the unsubscribe link in any email you receive from us or contact us.

Any communications sent out by us for the purposes of any direct marketing will be done in compliance with the requirements of POPIA.

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which services and offers may be relevant for you.

You will receive marketing communications from us if you have a Lenmed Digital Service Search account and you have not opted out of receiving marketing communications from us.

To ensure that we maintain the quality of our service offering, we may ask you to complete customer experience surveys throughout your journey with us on the Mobile Application.

Opting out: You can ask us to stop sending you marketing messages at any time by clicking the unsubscribe link in any email you receive from us or by contacting us at the details as set out in section 14 below. Where you opt out of receiving these marketing messages, Lenmed Digital Service may still hold personal information provided to us as a result of a purchase, service experience or other transaction with us.

6.8 Change of purpose

We will only use your personal information for the purposes that we collected it for, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us at the details as set out in section 14 below.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

7. Disclosure of your personal information

We value and respect the confidentiality and privacy of the personal information that you entrust us with.

We may have to share your personal information with certain internal and external parties for the purposes set out in section 4 above, including:

- Internal Parties as set out in the Glossary (see section 17 below).
- External Third Parties as set out in the Glossary (see section 17 below).
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our tangible or intangible assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal information in the same way as set out in this Privacy Notice.

We require all Internal Parties and External Third Parties to respect the security of your personal information and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal information for their own purposes and only permit them to process your personal information for specified purposes and in accordance with our instructions. We are not in the business of selling your personal information and we will not share or disclose any personal information you have given to us to anyone other than as described in this Privacy Notice and/or any contracts or terms and conditions of service concluded with use, unless you have authorised us to do so, or if we are required to do so by law. Please note that if at any time Lenmed Digital Service is required by law to release information about you, Lenmed Digital Service will do so and will cooperate fully with the relevant authorities.

8. Storage and cross border transfer of your personal information

Electronic personal information records may be stored on our servers and/or on third party servers, including servers used for cloud-based software and applications used by us for the purposes of providing you with Mobile Application and its services, and for the administration and management of our business. All data collected on the Mobile Application will be stored and held locally in South Africa through a third party cloud service provider.

While we endeavour, 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.

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.

9. Securing your personal information

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

Some of the security measures that we have taken in relation to the Mobile Application are as follows:

- **Data Security and Encryption:** All data transmitted, achieved and stored on the cloud server, located within the South African is encrypted to protect its confidentiality.
- **Access Controls:** We limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.
- We implements role-based access controls to ensure that only authorized healthcare Professionals will be able to access Patient Health Information.
- **Data Deletion and Retention:** We define clear policies for data retention and deletion, complying with applicable regulations prescribed under POPIA.
- **Security Audits and Monitoring:** We regularly audit and monitor the digital services security measures that have been put in place to identify and address vulnerabilities, if any.
- **Data Breach Response Plan:** We have put procedures in place to deal with any suspected personal information breach and will notify you (if you are an affected data subject) and the Information Regulator of a breach where we are legally required to do so.
- **User Education:** We periodically educate our users of the Mobile Application on the importance of data security, strong passwords, and responsible use of the Mobile Application.

10. How long we retain your 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 anonymise / de-identify this personal information as far as reasonably possible, so that it can no longer be associated with you. If the data is fully anonymised/de-identified, we may use this information indefinitely without further notice to you.

To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements.

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 database 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).

11. Processing of Special Personal Information and Children's personal information

Due to the nature of the Mobile Application and Lenmed's business as a hospital group, it may be required to collect and process special personal information and (where you have loaded your child's personal information onto the Mobile Application) children's personal information, particularly in relation to the provision of your treatment and care.

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

12. Third Party Links in the Mobile Application

This Mobile Application may include links to third-party Mobile Applications, plug-ins and applications as well as embedded content such as Podcasts from Medical Specialists, Doctors, Patient reviews, YouTube videos.

Clicking on those links or enabling those connections may allow third parties to collect or share data or personal information about you.

We do not control these third-party Mobile Applications and are not responsible for their privacy statements. When you leave our Mobile Application, we encourage you to read the privacy notice of every Mobile Application you visit.

13. What are your privacy right?

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;
- 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 on any email or marketing communication; and to
- withdraw your consent to us processing your personal information, in circumstances 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.

14. 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 (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](#), 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. Your consent may be withdrawn where your consent is the sole lawful ground which Lenmed Digital Service or the Lenmed Group relies on to process your personal information. You acknowledge that in circumstances where there are other lawful grounds which Lenmed Digital Service or the Lenmed Group relies on to process your personal information, we 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 (general enquiries) or POPIAComplaints@infoeregulator.org.za (for POPIA complaints). Their website is: <https://infoeregulator.org.za/>.

15. 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 the Mobile Application. Mobile Application Users will be notified of such amendment/change via their preferred messaging option on the Mobile Application platform.

16. 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.

17. Glossary

Lawful basis:

Legitimate Interest means Lenmed Digital Service's interest in holding and managing your details to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal information for our legitimate interests. We do not use your personal information for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us at the details as set out in section 14 above.

Performance of Contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply with a legal or regulatory obligation means processing your personal information where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

Parties (section 7)

Internal Parties - Other companies in the Lenmed Health Group of Companies, and our and their employees (on a need to know basis)

External Third Parties

Service providers acting as processors/operators based in and/or outside the South African territory who provide IT and system administration services, and other business and administration services.

Professional advisers acting as processors/operators including marketing professionals, lawyers, bankers, auditors and insurers based in South Africa who provide consultancy, banking, legal, insurance and accounting services.

18. Cookie policy

Cookie List

A cookie is a small piece of data (text file) that a Mobile Application – when visited by a user – asks your browser to store on your device in order to remember information about you, such as your language preference or login information. Those cookies are set by us and called first-party cookies.

We also use third-party cookies – which are cookies from a domain different than the domain of the Mobile Services and Application you are visiting – for our advertising and marketing efforts. More specifically, we use cookies and other tracking technologies for the following purposes:

- Strictly Necessary Cookies:

These cookies are necessary for the Mobile Application to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will not then work. These cookies do not store any personally identifiable information.

For further information please feel free to reach us at the details as set out in section 14 above.