



PRIVACY POLICY

**Urolocare Hospitals (Pty) Ltd
(The Urology Hospital/Hospital)**

1. Introduction

The Protection of Personal Information Act, 4 of 2013 (POPIA) gives effect to the constitutional right to data privacy in terms of Section 14 of the Bill of Rights of the Constitution.

The responsible use of the Hospital website and related resources in respect of data privacy is important to the Hospital. Because the Hospital is committed to protecting all person's rights to privacy, it will ensure that all person's personal information is used appropriately, transparently, and according to applicable law. It is also important that the Hospital ensures that these rights to privacy are balanced with other rights such as the right to use and have access to the Hospital's information and services, including its online and social media platforms and applications.

This policy sets out the responsibilities and obligations of all persons who make use of, or access or receive the Hospital's information and communications via its electronic communication facilities and resources including its website, e-mail and social media platforms. The Hospital recognizes and respects the right to privacy and dignity of all persons including its clients, patients, 3rd parties, shareholders, staff, website visitors and other users ("you").

The Hospital is sensitive to your privacy interests and believe that the protection of those interests is a significant responsibility. This privacy policy explains how we will handle personal information you provide to us as the Urology Hospital.

When you interact through the Urology Hospital website, including its online and social media platforms and applications or make use of any products and services, all personal information will be treated as confidential and protected from unauthorised use, access, loss, or damage.

If you do not agree to the terms of this privacy policy, you may choose not to use the Urology Hospital's website, and/or products and services and not submit any personal information.

2. Collection of Personal Information

Personal information means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. When you visit, browse, register, or interact through the Urology Hospital website, the following personal information about you may be collected (note that the list may not be exhaustive):

- Pre-admission information;
- Information relating to your computer's Internet Protocol (IP) address, 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.

- Contact details, such as phone numbers, physical and postal addresses, and email addresses;
- Personal details, such as names, family information, and ages;
- Demographical details, such as race and age groups;
- Health information;
- Biometric information;
- Financial information, such as account numbers;
- Credit information;
- Special personal information as it may relate to your medical treatment;
- Medical scheme information; and
- Background information.

Personal information may also be collected from you directly during your admission or stay in hospital.

In an instance where the law requires that information regarding certain diseases be notified to the authorities, the Urology Hospital will do so without delay.

3. Purposes of Personal Information use

Any information collected from you may be processed for, amongst others, the following purposes:

- To assess any medical treatment you may need
- To process your application of employment
- To process your hospital admission;
- To process your admission or any other enquiry;
- To diagnose and attend to technical issues, support and user queries;

4. Protection of your Personal Information

Reasonable mechanisms, tools and technologies have been implemented to detect, prevent and respond to security violations. Although absolute security cannot be guaranteed, the Urology Hospital will take reasonable technical and organisational measures to protect your personal information against accidental, unauthorised or intentional manipulation, loss, misuse, destruction, disclosure or access.

5. Disclosure of your Personal Information

The Urology Hospital may disclose your personal information if authorised to do so by law. To ensure continuous improving of the care and service offering, patients may be asked to complete service experience questionnaires. The Hospital also engages with various third parties, to improve its service, create efficiency in its operations, and contribute towards the overall wellbeing of users and patients.

The Hospital will share your personal information if:

1. you have provided consent;
2. it is for the proper treatment and care of yourself; and/or
3. it is in accordance with applicable law.

When the Urology Hospital shares your information with any third party, they will be required to respect your right to privacy and The Hospital will ensure that they have reasonable and necessary safeguards in place to secure your personal information. The Urology Hospital will only allow third parties to process your personal information for a specific purpose, in accordance with the Hospital's instructions and applicable law.

6. Retention of your Personal Information

All personal information collected from you may be retained by the Hospital, as long as it remains necessary for the purposes for which it was collected unless there is a valid technical, legal or business reason for it to be deleted, destroyed or to de-identify it.

Hospital records will be archived by the hospital as defined in the terms and conditions of admission. Records remain active whilst a patient is in hospital. On discharge the record becomes inactive and shall only be made available in accordance with the Promotion to Access of Information Act 2 of 2000.

The Urology Hospital may keep some of your personal information:

- it is reasonably needed for evidentiary purposes;
- for as long as it is required by law;
- if it is required by a code of conduct; or
- if it is reasonably needed for lawful purposes related to the Hospital's functions and activities.

7. Storage and transfer of your Personal Information

The Hospital stores your personal information on its servers and/or on third party servers.

8. Cookies

The Urology Hospital uses Cookies to understand your online activity and save your preference for future visits. You have the right to choose whether or not to accept cookies. However, please note that if you do not accept the cookies, you may not be able to use the full functionality of the website or mobile applications.

9. Processing of Children's Information

The Urology Hospital respects the rights of children and will only process the personal information of children if the consent of a competent person has been obtained, or if required to do so by law.

10. Changes to this Privacy Policy

The Hospital reserves the right to amend the privacy policy from time to time.

11. Your Rights

- You have the right to correct your personal information if it is incorrect;
- You have the right to update your personal information if your details have changed;
- You have the right to object to the processing of your personal information;
- You have the right to your personal information being deleted; and
- You have the right to be informed if your information has been deleted.

If you would like to exercise any of your rights you are welcome to contact the Information Officer, whose details are provided in paragraph 13 below. Kindly note that the Hospital may not be able to comply with your request in all cases to delete or destroy your personal information if this request conflicts with applicable law.

12. Important Information

Upon clicking the link to this policy, we accept that:

- You have read the contents of this policy;
- You understood the contents of this policy;
- You are in agreement with the contents of this policy;
- You have no objections to your personal information being managed in this way by the Urology Hospital; and
- That you have no questions regarding the contents of this policy.

13. Information Officer

If you have any questions regarding the contents of this policy you may address those concerns in writing to the Information Officer or Deputy Information Officer/s.

Mrs. Wilma van Schalkwyk

Information Officer

Email address: popia@urology.co.za

14. Information Regulator

You have the right to complain to the Information Regulator, whose contact details are:

Email: complaints.IR@justice.gov.co.za