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External Privacy Notice

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1. Introduction:

In this document, references to "**Nursing Care House of Grace**", "we", "us", or "the Group" are to refer to **Nursing Care House of Grace** and its subsidiary companies.

Nursing Care House of Grace recognises its accountability in terms of the Protection of Personal Information Act (hereinafter referred to as **POPIA**), other privacy protection legislation, together with its regulations to all its clients, suppliers, service providers and other third parties. **Nursing Care House of Grace** needs to collect personal information from its clients, suppliers, service providers and other third parties to carry out its business.

To maintain a trust relationship with our Stakeholders, we are committed to complying with both the spirit and the letter of POPIA, other privacy protection legislation, and to always act with due skill, care, and diligence when dealing with personal information.

2. What is personal information:

Personal Information according to POPIA, means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to –

- a. 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;
- b. Information relating to the education or the medical, financial, criminal, or employment history of the person;

- c. Any identifying number, symbol, e-mail address, telephone number, location information, online identifier, or other particular assignment to the person;
- d. The biometric information of the person;
- e. The personal opinions, views, or preferences of the person;
- f. Correspondence sent by the person that would reveal the contents of the original correspondence;
- g. The views or opinions of another individual about the person; and
- h. 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.

3. Where and when do we collect personal information:

Information you provide to us:

- Clients
 - Directly from you (email, telephonically, walk-ins)
 - Completion of Admission Form
- Suppliers
 - Contracts
- Website usage:
 - Information may be collected using “cookies” which allows us to collect standard internet visitor usage information

4. When will we process your personal information:

We will only process your personal information for lawful purposes relating to our business if the following circumstances apply:

- You have **consented** thereto;
- A person legally authorised by you, or a court, has **consented** thereto;
- It is necessary to conclude or perform under a **contract** we have with you;
- The **law** requires or permits it;
- It is required to protect or pursue your, our, or a third party’s legitimate interest; and/or
- You are a child, and a competent person (such as a parent or guardian) has consented thereto on your behalf.

5. When will we process your special personal information:

Special personal information refers to the following categories of information:

- Religious and philosophical beliefs;
- Race;
- Ethnic origin;
- Trade union membership;
- Political beliefs;
- Health including physical or mental health, disability, and medical history;
- Biometric information;
- Criminal behaviour where it relates to the alleged commission of any offence or the proceedings relating to that offence.

We will process special personal information in the following instances:

- You have **consented** to the processing (in circumstances where we are legally obliged to obtain your consent); or
- It is necessary to exercise or defend a right or obligation in **law**; or
- It is necessary to comply with an international legal obligation of public interest; or
- It is for certain historical, research, or statistical purposes that would not adversely affect your privacy; or
- You have deliberately made your personal information public.

6. What information do we collect, and how do we use your information:

Kindly note that the following list is not comprehensive. It sets out the main purposes and data elements collected by **Nursing Care House of Grace**:

Clients

<u>Purpose:</u>	<u>Data elements:</u>
<ul style="list-style-type: none"> • Invoicing • To determine credit worthiness • Legitimate interest of patient • Effective Service Delivery 	<p><u>Private Individual Clients:</u></p> <ul style="list-style-type: none"> • Name • Surname • ID Number • Copy of ID • Age • Gender • Marital Status • Race

<ul style="list-style-type: none"> • To contact you • Audit & Record keeping 	<ul style="list-style-type: none"> • Contact information • Profession • Employment status • Monthly Income/Pension • Type of Pension/Pension number • Home address • Work address • Email address • Contact numbers • Person handling the Estate (Copy of last Will) • Details regarding short/long term residency • Frail Care • Disability • Medical history and relevant information (including medicine) • Dietary preferences and allergies • Copy of Funeral Policy and related information • Doctor Details • Medical Aid details • Declaration of Income • Copy of latest three-month bank statements • Emergency contact number
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Service Providers / Suppliers

<u>Purpose:</u>	<u>Data elements:</u>
<ul style="list-style-type: none"> • Purchase orders • Purchase services • To contact you • Audit & Record keeping 	<ul style="list-style-type: none"> • Registered Business Name • Trading name • Company Registration Number • VAT number • Physical address • Postal address • Designated contact person • Contact number • Email address • Banking details

7. Collection of Information by “Cookies” (Website Purposes)

We want to make you are aware that information and data is automatically collected through the standard operation of the Internet Servers and with "cookies." "Cookies" are small text files a Website can use to recognise repeat users, facilitate the user's ongoing access to, use of the Website, and allow a Website to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising. Cookies are not programs that come onto your system and damage files. Generally, cookies work by assigning a unique number to you that has no meaning outside the assigning site. If you do not want information collected using cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide you with certain features (e.g., customised delivery of information) available on our Websites.

8. How we share your information:

Third-Party Service Providers:

- Auditors
- IT consultants
- Attorneys
- Credit Verification Agency
- Hospitals
- Doctors
- Ambulances
- Physiotherapist
- Laboratories
- Pharmacies
- Dietitians
- Social Workers
- Regulatory bodies
- Law enforcement agents
- Government agencies

Legal Disclosures:

We may need to share your information when we believe it is required by law, legal process or to help protect the rights and safety of you, us, or others. We attempt to notify members about legal demands for their data when appropriate in our judgment unless prohibited by law or court order or when the request is an emergency. We may dispute such demands when we believe, at our discretion, that the requests are overbroad, vague, or lack proper authority, but we do not promise to challenge every demand.

9. Your rights and obligations:

Data Retention:

We keep most of your personal information while we still have a purpose, we need to provide you with services or where we are legally obligated to do so.

We will also keep your information where you have agreed for us to do so or have given your consent that we are allowed to do so.

We keep some of your information even after our business relationship has terminated, if it is reasonably necessary to comply with our legal obligations, meet regulatory requirements, resolve disputes, maintain security, prevent fraud and abuse, enforce our other user agreements, or fulfil your request to object to our processing of your information.

You have rights in connection with your personal information. You have many choices about how your information is collected, used, and shared.

In certain circumstances, by law, you have the right to:

- **Request access to your information:** You will be able to ask us what information we have about you as well as ask for a copy of this information. This should be done on request to info@nursingcarehouseofgrace.org. There are some exemptions, which means you may not always receive all the information we process. When we can give you a copy it might be done at a certain fee, which will also be communicated to you at the time of your query.
- **Change or correct information:** You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Delete information:** You can ask us to delete or remove personal information under certain circumstances.
- **Object to processing:** You can do this where we are relying on your legitimate interest, public interest, or our legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your data for direct marketing purposes or where you have given your consent for the specific processing and you want to retract your consent. Retracting your consent does not invalidate the information we lawfully processed while we had your consent to do so.
- **Request the restriction of processing:** You can ask us to suspend the processing of personal data about you, for example, if you want us to establish its accuracy or the reason for processing it.

10. Changes to our privacy notice:

Changes to the privacy notice apply to your use of our services. We may modify this privacy notice from time to time, as required by changes in legislation. When material changes are made, we will provide notice through our services, or by other means, to provide you the opportunity to review the changes before they become effective.

You acknowledge that your continued use of our services, after we publish our changes to this privacy notice, means that the collection, use, and sharing of your personal information is subject to the updated privacy notice.

11. Other important information:

Security:

We have put in place appropriate security measures to prevent your data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal information on a business need-to-know basis, and subject to a duty of confidentiality.

Transborder information transfers:

Patient information is transferred to countries located outside South African borders. These countries include, but are not limited to the following:

- Australia
- New-Zealand
- America
- China
- Nederland

The following categories of information are transferred outside the borders of South Africa:

- Identifying information of patients (Name and Surname)
- Unique Identifying information of patients (ID numbers)
- Medical reporting (Medical history and updates regarding nursing care)
- Necessary documentation such as Power of Attorney

We may from time to time and in specific cases share personal information Transborder. The transfer of personal information across South African borders will only be affected if the transaction

requires transborder processing. In such instance the personal information will only be transferred in accordance with the requirements of POPIA and/or other South African legislative requirements, and/or if the data subject consents to the transferring of personal information to a third party in a foreign country. In the event of transborder transferring of personal information we will take the necessary steps to ensure that the operators are bound by laws, binding corporate rules or binding agreements that provide for levels of protection at an adequate level in accordance with the principles of POPIA.

12. Contact Information:

Should you have a query please send an email to: info@nursingcarehouseofgrace.org

Our Information Officer:

Name: Johanna

Surname: Bothma

Email: info@nursingcarehouseofgrace.org

The Information Regulator:

You have the right to lodge a complaint with the South African Information Regulator. See the Information Regulator contact details below.

Woodmead North Office Park
54 Maxwell Drive, Woodmead,
Johannesburg

POPIA complaints: POPIAComplaints@info regulator.org.za

PAIA complaints: PAIAComplaints@info regulator.org.za

General Queries: enquiries@info regulator.org.za

13. Document control

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14. Change History:

Date	Author	Version	Change Reference