



Privacy Policy

Netcare and its subsidiaries and associated companies (collectively “Netcare” and “we”) is committed to protecting your privacy and personal information, and developing technology in line with applicable legislation that gives you the most powerful and safe online experience.

This Statement of Privacy governs data collection and usage by Netcare. By using this site you consent to the data practices described in this statement. If you do not agree to our Privacy Statement please do not use this site.

What is personal information

For purposes of this Privacy Statement “personal information” shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (“PAIA”), which is information which identifies you as an individual, including but not limited to your name, contact details, home or work address, demographic information which is not unique to you, such as you ZIP code, age, gender, preferences, interests and favourites.

There is also information about your computer hardware and software that is automatically collected by Netcare. This information can include: your IP address, browser type, domain names, access times and referring Web site addresses.

How we obtain information about you?

The information we collect about you varies depending upon which part of the website you visit, however all information shall be collected with your consent.

What do we do with your information

Netcare will use your personal information for a number of purposes including the following:

- For the operation of the service,
- To maintain quality of the service,
- To analyse and improve the services offered on the Netcare websites;
- To provide general statistics regarding use of the web site;
- To inform you of other products or services available from Netcare and its affiliates;
- May contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered;
- To contact you about submission you have made, including any content you provide

Direct Marketing

If you do not wish to receive direct marketing information, please tell us by contacting us on the details given at the end of this Privacy Statement. In addition, each time we send marketing information by email, SMS text messaging or any other media, we will provide an opportunity for you to unsubscribe from receiving further information from us.

Should we contact you for any direct marketing we shall contact you between 08h00 and 19h00 Monday to Fridays and 09h00 to 12h00 on Saturdays.

Third parties and your personal information

We have in place measures which ensure the security of the information we collect and its correct use as mentioned below.

Netcare will disclose your personal information, without notice, only if required to do so by law or order of court.

Netcare does not sell, rent or lease its customer lists to third parties. Netcare may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In all cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, Netcare may share data with trusted service providers and contractors to help us perform statistical analysis, send your email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to Netcare and they are required to maintain the confidentiality of your information.

Please keep in mind that if you directly disclose personal information or personally sensitive data through Netcare public message boards, this information may be collected and used by others.

Use of Cookies

Netcare may use “cookies” and other types of tracking software to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a Web

page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize this page, or register with Netcare Online, a cookie helps Netcare to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Web site, the information you previously provided can be retrieved, so you can easily use the Netcare Online features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically Accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Netcare services or Web sites you visit.

Monitoring of calls and emails

Monitoring or recording of your calls, emails, or SMSs may take place for business purposes to the extent permitted by law.

Links

Our website may contain links to other web sites belonging to third parties. We do not control the privacy practices of these other sites. You should therefore make sure, when you leave our site that you have read that site's privacy policy.

Netcare encourages you to review the privacy statements of Web sites you choose to link to from Netcare so that you can understand how those Web sites collect, use and share your information. Netcare is not responsible for the privacy statement or other content on Web sites outside of the Netcare Web sites.

Access Rights

You have a right to access the personal data we hold about you. If you wish to obtain a copy of this information, please write to us at the details given below. To protect your privacy, we will take steps to verify your identity before granting you access to your personal information.

Security of your Personal Information

Netcare secures your personal information from unauthorized access, use or disclosure. Netcare secures the personal information you provide on computer, servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other Web

sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

Changes to this Statement

We reserve the right, at our sole discretion, to modify, add or remove sections of this Privacy Policy at any time and any changes will be notified to you using the e-mail address you have given us or by an announcement on this site.

Netcare encourages you to periodically review this Statement to be informed of how Netcare is protecting your information.

Contact Information

Netcare welcomes your comments regarding this Statement of Privacy. If you believe that Netcare has not adhered to this Statement, please contact Netcare at customer.service@netcare.co.za We will use commercially reasonable efforts to promptly determine and remedy the problem.

Which Laws Apply

This Privacy Policy will be governed by the laws of South Africa.