



Definitions:

- 'We' shall mean: MD Prosper (Pty) Ltd t/a MedX;
- 'POPIA' shall mean: the Protection of Personal Information Act 4 of 2013;
- 'Data subject' shall mean: the person to whom personal information relates;
- 'Personal Information' shall mean: 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.

Protection of Personal Information

Guidelines on the POPI Act



Purpose:

MD Prosper (Pty) Ltd trading as MedX, is a private company specializing in billings and debt collection management for medical professionals. As such, we are committed to respecting concerns regarding privacy and will process all personal information in accordance with the provisions of the **POPIA** and any further prevailing legislation.

All personal information furnished, whether voluntarily or mandatory and processed by us regardless of form or medium in which the information is supplied, shall be processed in accordance with the provisions set out hereunder.

Collecting Personal Information:

We endeavour to collect and process information which has been collected directly from you. We may however receive personal information indirectly from:

1. Doctors, who utilise our services to process their accounts and attend to collections on their behalf;
2. Medical Aids;
3. Tracing agents, where we are mandated to locate defaulting parties; and
4. Your visit or interaction on our website or other social media platforms.

We may collect and process the following personal information from you or about you:

1. names, addresses (postal and residential), telephone numbers, email addresses;
2. identity number/passport number, banking details;
3. medical information.

In accordance with the provisions of the POPIA, we process personal information where:

1. it is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
2. the processing complies with an **obligation** imposed by law on the business;
3. the processing protects a **legitimate** interest of the data subject;
4. the processing is necessary for the proper performance of a **public law** duty by the business; or
5. the processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

Minors:

We do not intentionally collect personal information from minor children unless specifically furnished by your doctor/specialist for billing and/or collections purposes. If you are the parent or guardian of the minor child and below our processing to be unlawful, please contact our Information Officer on the contact details provided below.

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Processing of Information:

We will share your personal information:

1. in order to comply with applicable law or with legal process served on us;
2. in order to protect and defend the rights or property of our Company;
3. with employees and/or third parties who assist us in providing services to you and thus require your personal information in order to render a proper and efficient service. We will ensure that all such employees and third party service providers, having access to your personal information, are bound by confidentiality agreements; and
4. with third parties if you have specifically requested us to do so.

Collection of Information by “Cookies”

When accessing our website, your personal information and data may be collected automatically through the standard operation of the Internet servers and through the use of "cookies." "Cookies" are small text files a website can use to recognise repeat users, facilitate the user's ongoing access to and 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 programmes 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 through the use of 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., customized delivery of information) available on our Websites.

Security Measures:

We will endeavour to:

1. treat your personal information as strictly confidential;
2. take appropriate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
3. promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information; and
4. provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable request.

Retention:

We will not retain your personal information longer than the period for which it was originally required, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

Selling Personal Information:

We do not sell the information and will only share same with persons as set out herein.

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Transborder Flow of Information:

We may transfer your information outside South African borders for retention purposes and/or if our service provider/s are cross border or uses cross boarder systems. We will only share your information with service providers who have comparable privacy policies in place.

Your rights:

You have the right at any time to:

1. access your personal data by sending a written request to our Information Officer who's contact details are set out below. We may charge you a fee for this service;
2. request us to correct or supplement any of your personal data which we will undertake as soon as is practical;
3. request the return or destruction of personal information. We will consider your request in light of any other laws or regulations prohibiting us from destroying your personal data; and
4. lodge a complaint with us.

In order to comply with any request received, we may require proof of identity.

Changes:

We may update this privacy notice from time to time in order to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons.

Promotion of Access to Information Act:

In compliance with the provisions of the *Promotion of Access to Information 2 of 2002 (PAIA)*, a copy of our manual is available for your perusal. Please email our Information officer so that we are able to send it to you.

Contact:

For more information about our privacy practices, if you have questions, or if you would like to lodge a complaint, please contact Rufino, in writing, via e-mail at rufino@medx.co.za.

If you are not satisfied with our response to your complaint, you have the right to lodge your complaint with:

**THE INFORMATION REGULATOR (SOUTH AFRICA) SITUATE AT: 33 HOOFD STREET, FORUM III, 3RD FLOOR
BRAAMPARK, P.O BOX 31533, BRAAMFONTEIN, JOHANNESBURG, 2017**

COMPLAINTS: complaints.IR@justice.gov.za

GENERAL QUERIES: inforeg@justice.gov.za