

## Bankmed Privacy Statement

This document reflects the Privacy Statement for Bankmed.

### 9. Application of requirements of the Protection of Personal Information Act (“POPI”)

- 9.1 This Privacy Statement explains how Bankmed and its administrator and managed care service provider (currently Discovery Health (Pty) Ltd) (we/us) obtain, use, disclose and otherwise process personal information, which may include health and financial information (“Personal Information”), as required by the Protection of Personal Information Act (“POPIA”). Any other party, including the administrator and managed care service provider, that may have access to your Personal Information via Bankmed, is prohibited from using such information for any other purpose not approved by Bankmed. The administrator and managed care service provider, in particular, can only use the information strictly in compliance with the agreement between Bankmed and the administrator and managed care service provider.
- 9.2 Please note:
- We may amend this Notice from time to time. Please check our website periodically to remain informed of any changes;
  - You have the right to object to the processing of your Personal Information;
  - Should you believe that we have utilised your Personal Information contrary to applicable law, you shall first resolve any concerns with us. Should you not be satisfied with the process, you have the right to lodge a complaint with the Information Regulator, under POPIA.
- 9.3 Any information, including Personal Information relating to yourself and your dependents and/or beneficiaries, supplied to us or collected from other sources (“Your Personal Information”) will be kept confidential.
- You confirm that when you provide us with your Personal Information, your dependant/s and/or beneficiaries have provided you with the appropriate permission to disclose their Personal Information to us for the purposes set out below and any other related purposes. In the event that you are providing information and signing consent on behalf of a minor (person younger than 18 years old) you confirm that you are a competent person and authorised do so on their behalf.
- 9.4 You agree to our processing and disclosing Your Personal Information in the following manner:  
We may collect, collate, process, store and disclose your Personal Information:
- For the administration of your health plan;
  - For the provision of managed care services to you or any dependant/s on your health plan;
  - For the provision of relevant information to a contracted third party who requires this information to provide a healthcare service to you or any dependant/s on your health plan;
  - In the event of any member ceasing to be a member, any amount still owing by such member in respect of himself or his dependants shall be a debt due to the Scheme and recoverable by it. Therefore, for the provision of information to a contracted third party who performs a debt collection service to the Scheme, where you owe the Scheme an outstanding debt;
  - To profile and analyse risk;
  - For academic research only where this is specifically approved by Bankmed.
- Examples of how this will happen includes:
- a) Obtaining Your Personal Information from other relevant sources, including any entity that is related to the administrator, medical practitioners, contracted service providers, employers, credit bureaus or industry regulatory bodies (“Sources”), and further processing of such Information to consider your membership application, to conduct underwriting or risk assessments, or to consider a claim for medical expenses. We may (at any time and on an ongoing basis) verify with the Sources that your Personal information is true, correct and complete. This, amongst other things, will allow the Scheme and the administrator (although to a limited extent) to ensure that a member is not a member of more than one medical scheme as this is prohibited by the Medical Schemes Act;



- b) Communicating with you regarding any changes in your health plan, including your contributions or changes and enhancements to the benefits you are entitled to on the health plan you have selected;
  - c) Transferring your Personal Information outside the borders of the Republic of South Africa where appropriate, if you provide an e-mail address which is hosted outside the borders of South Africa, or for processing, storage or academic research (where such research is specifically approved by Bankmed). We will ensure that anyone to whom we pass your Personal Information agrees to treat your information with the same level of protection as we are obliged to;
  - d) Utilising external health specialists to assess or evaluate certain clinical information. Your Personal Information will be shared with such specialist/s in the event that you or your dependant/s are subject to such a clinical assessment.
- 9.5 If asked to do so, we will share your Personal Information with a third party if you have already given your consent for the disclosure of this information to such third party or if a contractual relationship exists in terms of which we are obliged to provide the information to such third party.
- 9.6 Should you wish to share your information for any other reason, we will do so only with your permission.
- 9.7 You have the right to request a copy of the Personal Information we hold about you. To do this, simply complete the 'Access Request Form' on [www.bankmed.co.za/legal](http://www.bankmed.co.za/legal) and specify what information you would like. We will take all reasonable steps to confirm your identity before providing details of your Personal Information. Please note that any such Data Subject Request may be subject to a payment of a legally allowable fee.
- 9.8 You have the right to contact and ask us to update, correct or delete your Personal Information. Bankmed and its administrator have the right to communicate with you electronically about any changes on your health plan, including your contributions or changes to the benefits you are entitled to on the health plan you have chosen.
- 9.9 You agree that we may retain your Personal Information until such time as you request us to destroy it (unless we are obliged by law to retain it, regardless of such request). Where we cannot delete your personal information, we will take all practical steps to depersonalise it.
- 9.10 Bankmed and its administrator and managed care service provider are required to collect and retain information in terms of the following legislation (amongst others):
- The Medical Schemes Act, 1998
  - The Consumer Protection Act, 2008
  - The Protection of Personal Information Act, 2013
  - Electronic Communications and Transactions Act, 2002
  - Promotion of Access to Information Act, 2000
- Legislation specific to the administrator and managed care service provider only:
- Financial Advisory and Intermediary Services Act, 2002
  - Companies Act, 2008
- 9.11 You agree that Bankmed and its administrator may transfer your personal information outside South Africa:
- if you give us an email address that is hosted outside South Africa; or
  - for processing, storage or academic research, only where this is specifically approved by Bankmed; or
  - to administer certain services, for example, cloud services.
- When we share your information to administer certain services, we will ensure that any country, company or person that we pass your personal information to agrees to treat your information with the same level of protection as we are obliged to do in South Africa. Unless you specifically give us consent to share your personal information with such person (or company).
- 9.12 Bankmed may change this Privacy Statement at any time. The current version is available on the Bankmed website ([www.bankmed.co.za](http://www.bankmed.co.za)). Scroll to the bottom of the webpage once you have logged in and select the "Legal" tab. Alternatively, you may click on this link to access the document: <https://www.bankmed.co.za/assets/medical-schemes/bankmed/bankmed-fair-collections-notice-final.pdf>
- 9.13 If you believe that Bankmed or its administrator have used your personal information contrary to this Privacy Statement, you have the right to lodge a complaint with the Information Regulatory, under POPIA, but we encourage you to first follow our internal complaints process to resolve the complaint. We explain the complaints and disputes process on the Bankmed website.



You may click on this link to access the complaints and escalations process:

[https://www.bankmed.co.za/medicalschemes\\_za/bankmed/web/health/linked\\_content/documents/latest\\_info/complaints\\_and\\_escalations.pdf](https://www.bankmed.co.za/medicalschemes_za/bankmed/web/health/linked_content/documents/latest_info/complaints_and_escalations.pdf)

If you are not satisfied after this process, you have the right to lodge a complaint with the Information Regulator, under POPIA.

Contact details for the Information Regulator are:

The Information Regulator (South Africa)

SALU Building

316 Thabo Sehume Street

PRETORIA

Ms Mmamoroke Mphelo

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