

Protection of Personal Information Policy

For

OracleMed Health Proprietary Limited

OracleMed Health Proprietary Limited, an authorized FSP 8369, underwritten by Constantia Insurance Company Limited, an authorized FSP 31111

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INTRODUCTION

Personal information is collected only when an individual knowingly and voluntarily submits information. Personal information may be required to provide an individual with further services or to answer any requests or enquiries relating to this service.

It is the intention of OracleMed Health Proprietary Limited that this policy will protect an individual's personal information from being prejudiced in any way and this policy is consistent with the privacy laws applicable in South Africa.

OracleMed Health Proprietary Limited collects, stores and uses the personal information provided by an groups and individuals to provide Health Insurance cover.

CONTACT DETAILS

OracleMed Health Proprietary Limited
David van der Knaap - **Key Individual**

Physical address:

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P O Box 786741, Sandton, 2146

t +27 11 326 7564

f +27 11 326 7531

e david@oraclemed.com

Any questions relating to OracleMed Health Proprietary Limited privacy policy or the treatment of personal data may be addressed to the Key Individual

USE OF INFORMATION

OracleMed Health Proprietary Limited collects personal or other information for

- Underwriting purposes
- Assessing and processing of claims
- Confirming and verifying an individual's identity
- Purposes of claims history
- The detection and prevention of fraud and crime
- Conducting market or customer satisfaction research
- Audit and record keeping purposes
- Legal proceedings
- Following an individual's instructions
- Informing an individual of services
- Making sure OracleMed Health Proprietary Limited business suits the individual's needs

Personal information that an individual submits is used only for the purpose for which it was intended. Copies of correspondence that may contain personal information, is stored in archives for record-keeping and back-up purposes only.

OracleMed Health Proprietary Limited will not, without an individual's consent, share information with any other third parties for any purposes whatsoever.

SECURITY

OracleMed Health Proprietary Limited strives to ensure the security, integrity and privacy of personal information submitted.

OracleMed Health Proprietary Limited will review and update security measures in accordance with future legislation and technological advances.

Unfortunately, no data transmission over the Internet can be guaranteed to be totally secure.

However, OracleMed Health Proprietary Limited will endeavour to take all reasonable steps to protect the personal information, which an individual submits to OracleMed Health Proprietary Limited.

OracleMed Health Proprietary Limited will at all times set the highest standards to ensure the integrity of their systems.

OracleMed Health Proprietary Limited may engage with other organisations to provide support services to the FSP.

Third Parties are obliged to respect the confidentiality of any personal information held by OracleMed Health Proprietary Limited.

A Service Level Agreement is in place with all third parties to ensure adherence to all Privacy Policies.

OracleMed Health Proprietary Limited employees are obliged to respect the confidentiality of any personal information held by them. All employees are required to sign an employment contract which includes a confidentiality clause.

OracleMed Health Proprietary Limited will not reveal any personal information to anyone unless

- It is compelled to comply with legal and regulatory requirements or when it is otherwise allowed by law
- It is in the public interest
- The FSP needs to do so, to protect their rights

OracleMed Health Proprietary Limited endeavours to take all reasonable steps to keep secure any information which they hold about an individual, and to keep this information accurate and up to date.

If at any time, an individual discovers that information gathered about them is incorrect, they may contact OracleMed Health Proprietary Limited to have the information corrected.

OracleMed Health Proprietary Limited recognises the importance of protecting the privacy of information collected about individuals, in particular information that is capable of identifying an individual ("personal information").