



PRIVACY POLICY: EQURA HEALTH (PTY) LTD

1. Our commitment to you:

We respect your privacy.

We understand that in today's interconnected world you may be concerned about what happens with your personal information. We believe in transparency and have implemented this privacy policy to inform you about how we go about collecting personal information from you, the type of information we collect, why we collect that information, the circumstances under which that information will be shared with others, the security measures we've put in place to protect personal information and the mechanisms we've implemented to give you control over your information.

2. Who are we?

We are Equra Health (Pty) Ltd, a private company registered in South Africa under reg. no. 2004/028123/07 We are responsible for the processing of your personal information as set out in this privacy policy. Our contact details are available on www.equrahealth.co.za

3. How do we collect your information?

We supply and operate machines used to provide various forms of radiation oncology treatment. These machines collect information from patients undergoing treatment. We therefore obtain information directly from you when you receive treatment using one of our machines. We also receive information about you from the medical practitioners who treat you if it is necessary to prepare the machine for your treatment.

4. What personal information do we process?

We process personal information about your health status, and other personal information like your name, identity number, date of birth, address, employment, race, financial position, health insurance and religious denomination.

The information we process about your health, includes the diagnosis, clinical information about the treatment and care, prescribed medicines, photographs of your condition and your treatment, and test results.

5. Why do we process your information?

First and foremost we use your information to provide you with appropriate and quality medical treatment. We also use the information to provide you with information or services that you ask for.

Finally, we may use your information to improve the effectiveness of the available treatments by compiling anonymous, aggregate statistics about the treatments our patients receive and the medicines used, and to analyse such statistics. We may occasionally pass the statistics on to third parties but will only do so if the information is completely anonymous.

6. Will we share your information with anyone else?

In order to provide you with treatment we share your personal information with affiliated organisations such as radiotherapists and medical practitioners, but only if they provide treatment to you and you have given them consent to obtain information from us.

We make use of certain service providers in the course of providing you with our services. Such information technology service providers include outsourcing-, networking- and back-up providers. These service providers will only obtain access to our databases for the sole purpose of rendering services to us and only in terms of a written agreement requiring them to implement appropriate security measures, to maintain the confidentiality of your information and to refrain from processing your information for any purpose other than rendering services to us.

We will not give your information to any third party on any terms other than set out in this policy.

7. Does this policy apply to children?

Yes, but parents or guardians must give us permission before we process personal information about children.

8. How do we protect your information?

We continually review and update our data protection measures to ensure the security, integrity, and confidentiality of your information in accordance with industry best practices. The measures we adopt to ensure the security of your personal information includes technical measures and internal policies to prevent unauthorised access, loss or use of personal information.

Only those employees and service providers that require access to your information to undertake their work relating to our applications will be permitted access to your information and only if they have concluded an agreement with us requiring them to implement appropriate security measures and to maintain the confidentiality of your information.

We will inform the Information Regulator if someone unlawfully obtained access to any personal we process.

9. Where is your information stored?

We will process and store your information within South Africa and will not transfer your information across the borders of the Republic of South Africa. If we have to transfer the information to a third party in another country, we will ask your consent before we do so.

10. How can you control your information?

You can request us to confirm what information do we hold about you and to what third parties we've supplied your information, by emailing us using the address supplied above. You may also request that we correct or delete any information and you can object to the continued processing of your information. If you exercise your right to object or if you withdraw your consent and if the circumstances make it reasonable for us to do so, we may suspend our services to you.

If you believe we process your information contrary to this privacy policy or in contravention of the law, you may lay a complaint object with the Information Regulator (once it has been established).

11. Information about supplementary products and services

When you have given us specific consent to do so, we may occasionally inform you about supplementary products and services provided by third parties that may be useful to you or beneficial for your condition and / or treatment. You may at any time withdraw your consent and opt out from receiving such information.

12. Changes to this policy

We sometimes update this policy, and we'll notify you about any changes using the contact details you provide to us as well as on our website. It is your responsibility to make sure you're satisfied with any changes before continuing to use our services.
