

HOMESPITAL WEB & MOBILE PRIVACY POLICY

Last updated 14 March 2024

The purpose of this Privacy Policy is to set out how We collect, use, share and otherwise process Your Personal Information, in a manner that is compliant, ethical and in accordance with industry best practice and applicable privacy legislation.

Your access to, and use of the Home-spital services which include this web site (home-spital.com) and the information, products and services that we provide to you and other users through this web site, as well as any mobile applications ("Home-spital App(s)") provided by Us in connection with our products and services is subject to the Home-spital Terms of Service and this Privacy Policy

We are committed to protecting your personal data

When you use Our services, you are trusting Us with your information. We are committed to protecting Your Personal Information. We'll use your information for a number of different purposes, for example to provide better services to all our users and to meet our legal and regulatory obligations. For more detailed information on how and why we use your information, including the rights in relation to your personal data, and our legal grounds for using it, please view the relevant Privacy Policy or the Access to Information Manual below.

Our Privacy Statement related to the information that we collect about you.

1. Definitions

In this Policy the following terms shall have the following meanings:

"Account" means an account required to access and/or use the certain areas of the Our Site.

"Our site" means this website, www.home-spital.com

"We/Us/Our" means Homespital Proprietary Limited is a private company registered under the laws of the Republic of South Africa, with a company registration number 2021/874823/07, having its registered office at 165 West Street, Sandown, Sandton, Gauteng Province, South Africa

"Your personal information" means to all personal information that Homespital has processed relating to you or persons who are related to you or under your authority (as may become relevant depending on the context). Your Personal Information includes:

- financial information;
- information about your health, race or ethnic origin, biometrics, criminal behaviour or religion;
- your gender or sex;
- unique identifiers such as your identity number or contact numbers; and
- addresses.

2. Information about Us

a) Our site is, www.home-spital.com is owned and operated by Homespital Proprietary Limited, a private company registered under the laws of the Republic of South Africa, with a company registration number 2021/874823/07, having its registered office at 165 West Street, Sandown, Sandton, Gauteng Province, South Africa.

b) We are regulated by The Companies Act (Act 71 of 2008 as amended) of South Africa.

c) You can contact our data protection officer at privacy@home-spital.com

3. How We will process your data?

a) All personal data is stored securely in accordance with POPIA.

b) We may use the personal information and other data we collect from you when you register, purchase products or services, respond to surveys or marketing communication, access or view the Home-spital services or use certain other features in the following ways:

- i. To provide any legitimate business service or product.
- ii. To personalize your service and to allow us to deliver the type of content and product offerings in which you are most interested (including to present offers to you on behalf of business partners and advertisers).
- iii. To allow us to better service you in responding to your customer service requests.
- iv. To contact you when necessary or requested.
- v. To quickly process your transactions.
- vi. To verify and validate your identity.
- vii. To administer a promotion, survey or other Home-spital service features.
- viii. To the extent you have not opted out of receiving marketing communications, to send you information about Home-spital or Our products or services, including by letter, email, text, telephone or other forms of communication.
- ix. To the extent you have not opted out of receiving marketing communications, to provide you with information about third-party businesses, products and services, including by letter, email, text, telephone or other forms of communication.
- x. To show you advertisements, including interest-based or online behavioural advertising.
- xi. To troubleshoot problems with the Our services, or any services, as requested.
- xii. To enforce the Terms of Service, and to detect and protect against error, fraud and other unauthorized or illegal activities.
- xiii. To operate and improve Our services available through us.
- xiv. To fulfil your requests for tools, software, functionality, features and other products, and services;
- xv. To communicate with you and respond to your inquiries.
- xvi. To conduct research about your use of our services and products; and
- xvii. To help offer you other products, features or services that may be of interest.

We reserve the right to make full use of Usage Data. For example, we may use Usage Data to provide better service to visitors or end users, customize the services based on your preferences, compile and analyse statistics and trends about the use of Our services and otherwise administer and improve Our services. You understand and agree that if you are using any Home-spital services from a country outside of South Africa and provide Personal Information to Us, you will be authorising and consenting to the transfer of Personal Information about yourself to South Africa. Personal Information collected on the Sesame Service may be stored and processed in South Africa or abroad.

4. What data do We collect

Some data will be collected automatically by Our Site (see Our Cookie Policy), other data will only be collected if you voluntarily submit it and consent to us using it for the purpose set out above, for example when you sign up for an Account. Depending on your use of Our Site, We may collect some or all of the following data:

a) Information provided directly to Us: For “Clients” we collect the following information: what personal data do we ask for?

1. contact information - your name, email and contact information
2. User name and password
3. Personal health information
4. Payment information why do we want your personal data? We collect information from you and use the information to:
 1. provide medical services

2. send you new features and offerings, as well as promotional materials or advertisements about Our products and services

b) No warranties, representations, undertakings, whether express or implied, is given in respect of the content of this App or the service provided on it, including the reliability, accuracy, completeness of the content contained on this App or of any other App or website which may be accessed through this App. Accordingly, Homespital shall not be bound in any manner by any information contained on this App or other websites. Any reliance on any information on this App shall be at the user's own risk.

c) Users may not use the content of this App for any commercial and/or non-commercial purposes.
what do we do with your personal data? 1. We provide medical opinions services 2. We send you new features and offerings, as well as promotional material about our products and services can you withdraw your permission? Yes, at any time by telling us at [<https://www.homespital.com/privacy/>]

For "Doctors/Nurses/ Caregivers" we collect the following information what personal data do we ask for?

- a) Personal profile,
- b) Professional profile,
- c) Educational qualifications details; and
- d) Practice details

why do we want your personal data? We collect information from you and use the information to:

- i. to provide telemedical services to clients and to help our doctors/nurses/caregiver to provide specialised consultations;
 - ii. provide any other products and services that you order from Homespital; register and service your Homespital account;
 - iii. provide information that you request from us; iv. contact you about our services or information you requested;
 - v. process payment related transactions;
 - vi. allow you to participate in interactive features of our services;
 - vii. send you promotional materials or advertisements about our products and services, as well as new features and offerings;
 - viii. enforce our Terms of Use or other legal rights and remedies;
 - ix. administer surveys, promotions, and contests;
 - x. provide interest-based targeted advertising to you (Ads do not have personally identifiable information tracking); and,
 - xi. any other purposes disclosed to you at the time we collect your information or pursuant to your consent.
- Please note that your personal data can never be seen by any third party. what do we do with your personal data?

We collect information from you and use the information i. to provide telemedical services to patients and to help our doctors/nurses/caregiver to provide specialised consultations;

- ii. provide any other products and services that you order from Homespital; register and service your Homespital account;
 - iii. provide information that you request from us;
 - iv. contact you about our services or information you requested;
 - v. process payment related transactions;
 - vi. allow you to participate in interactive features of our services;
 - vii. send you promotional materials or advertisements about our products and services, as well as new features and offerings;
 - viii. enforce our Terms of Use or other legal rights and remedies;
 - ix. administer surveys, promotions, and contests;
 - x. provide interest-based targeted advertising to you (Ads do not have personally identifiable information tracking); and,
 - xi. any other purposes disclosed to you at the time we collect your information or pursuant to your consent.
- Please note that your personal data can never be seen by any third party. Even at Homespital, the medical team/care co-ordination team members to whom you authorise access are programmatically allowed to access with a HIPAA Compliant architecture. can you withdraw your permission? Yes, at any time by telling us at [<https://www.homespital.com/privacy/>]

- b) IP address (automatically collected)
- c) web browser type and version (automatically collected)
- d) operating system (automatically collected)
- e) a list of URLs starting with a referring site, your activity on Our Site, and the site you exit to (automatically collected).
- f) Like many web sites and certain mobile apps, We use and may allow third party service providers to use “cookies”, flash cookies, local shared objects, web beacons, pixels, single pixel GIFs, clear GIFs, and/or other tracking technologies to enhance your experience and gather information about visitors and visits to the Our Site or App, including how you use the Our services (“Usage Data”).

5. Do We share your data?

- a) We may share your data with Our subsidiaries or affiliates, strategic partners and third parties we engage to provide services, such as medical services, web site hosting, credit card payment processing, order processing, analytics services etc.
- b) In the event of the sale or transfer of Home-spital, of one or more of our business units or of some or all of our assets, or in the context of some other business acquisition transaction.
- c) In certain circumstances We may be legally required to share certain data held by us, which may include your personal information, for example, where We are involved in legal proceedings, where We are complying with the requirements of legislation, a court order, or a governmental authority. or in other circumstances in which we have a good-faith belief that a crime has been or is being committed by a user of our Services, that an emergency exists that poses a threat to the safety of you or another person. We do not require any further consent from you in order to share your data in such circumstances and will comply as required with any legally binding request that is made of us.
- d) When necessary to protect Our rights or Our property or for us to render the service you have requested.

6. How can you control your data?

When you submit information via Our Site, you may be given options to restrict Our use of your data. We aim to give you strong controls on Our use of your data (including the ability to opt-out of receiving emails from us which you may do by unsubscribing using the links provided in Our emails).

7. How can you access your data?

You have the legal right to ask for a copy of any of your personal data held by us. Please contact Us for more details at privacy@homespital.com, or using the contact details below in section 11 (Contact Us).

8. Your Right to Withhold Information and Your Right to Withdraw Information After You Have Given it

- a) You may access certain areas of Our Site without providing any data at all. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data.
- b) You may restrict your internet browser’s use of Cookies.
- c) You may withdraw your consent for us to use your personal data as set out in section 6 (How Can You Control Your Data?) at any time by contacting us using the details set out in section 11 (Contact Us), and We will delete Your data from Our systems. However, you acknowledge this may limit Our ability to provide the best possible products and services to you.

9. Do We use Cookies?

a) Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser or mobile device that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. Cookies help us in many ways to make your use of the Our services more enjoyable and meaningful. We have carefully chosen these Cookies and have taken steps to ensure that your privacy is protected and respected at all times.

b) By using Our Site you may also receive certain third party Cookies on your computer or device. Third party Cookies are those placed by websites, services, and/or parties other than us. We use third party Cookies on Our Site for advertising services. These Cookies are not integral to the functioning of Our Site.

c) If you are using our website, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. If you are accessing our mobile app, you can choose to change your permissions and settings on your mobile device. Each browser and device is different, so look at your browser or devices Help or Settings menu to learn the correct way to modify them. If you turn cookies off or disable certain permissions, you won't have access to many features that make your Our service more efficient and some of our services will not function properly.

10. A summary of your rights under the Protection of Personal Information Act (POPIA)

Under the POPIA, you have:

- a) the right to request access to, deletion of or correction of, your personal data held by us;
- b) the right to complain to a supervisory authority;
- c) be informed of what data processing is taking place;
- d) the right to restrict processing;
- e) the right to data portability;
- f) object to processing of your personal data;

To enforce any of the foregoing rights or if you have any other questions about Our Site or this Privacy Policy, please contact us using the details set out in section 11 (Contacting Us) below

11. Contacting Us If you have any questions about Our Site or this Privacy Policy, please contact us by email at privacy@home-spital.com or by post at 165 West Street, Sandown, Sandton, 2031 South Africa. Please ensure that your query is clear, particularly if it is a request for information about the data We hold about you (as under section 4, above).

12. Changes to Our Privacy Policy We may change this Privacy Policy as we may deem necessary from time to time, or as may be required by law. Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date