

Thenjiwe Healthcare (Pty) Ltd Privacy Notice

Introduction:

This privacy notice of Thenjiwe Healthcare (Pty) Ltd explains how we collect, how we possibly use and disclose any personal information received on our website, through electronic communication and hardcopy information, in accordance with the requirements of the Protection of Personal Information Act (POPIA).

Thenjiwe Healthcare (Pty) Ltd is committed to ensuring that all your personal information collected protects your privacy by ensuring that it is used properly, lawfully, and transparently.

Who we are:

Thenjiwe Healthcare (Pty)Ltd is a fully licensed manufacturer (NO00000128MD) that markets, sells and distributes medical devices specific to Vascular Assessments, Obstetric Solutions and Patient Monitoring, to Hospitals (Private & Public), Specialists, General Practitioners, Nursing, and the Wound Care Clinics. A core part of our business involves service and maintenance of all our equipment to ensure decreased downtime and excellent service. All our products are supported with education and training to our customers.

The type of personal information we collect:

We currently collect and process the following information:

- The type of information that we collect, and process is mainly inquiries received by customers pertaining to product information, pricing and services. For this purpose, we will collect contact details including your name and company information to be able to generate quotes and send information product brochures and clinical information.
- Information that we receive off our website maybe attained using cookies which allows us to collect standard internet visitor usage information.

How we get the personal information and what we use is for:

Most of the personal information we process is provided to us directly by you for one of the following pathways:

- Website usage using our enquiry box to gain further information on our products and services.
- Electronic communication via email.
- Telephonic enquiries.
- Exhibition shows where customers fill out enquiry forms requesting information and pricing.
- Personal information also received via consent forms by customers agreeing to our services.

We will only use your personal information for the purposes that it was collected and agreed by you. In addition, where necessary your information may be retained for marketing, billing, and legal purposes.

For example:

- To collect contact information so that customers can be kept informed about new products, pricing, and services.
- For the detection and prevention of fraud or any other malpractice.
- For auditing and record keeping purposes.
- In connection with legal proceedings.
- For billing purposes.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Referrals from our suppliers.
- Referrals from our customers.
- Interaction at customer level.

We use the information that you have given us to:

- Respond to your request with regards to product information, pricing, availability, and services offered.
- Information given to use is also used for billing purposes for products and services purchased.

We may share this information with:

- Service providers who are involved in the delivery of products or service to you.
- We may also disclose your information where we believe it is necessary to protect our rights or
- Where the duty or right to disclose in terms of law or industry codes.

When will we process your personal information:

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consists of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;
 - The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
 - The processing complies with an **obligation** imposed by law on the business;
 - The processing protects a **legitimate** interest of the data subject;
 - The processing is necessary for the proper performance of a **public law** duty by the business;
- Or
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

How we store your personal information:

Your information is securely stored:

We ensure that there is no unauthorised access to your personal information. Hard copy personal information is stored under lock and key and all electronic information is secured via our computer and network security.

We continue to endeavour to regularly review our security controls and process to ensure that your personal information always remains secure.

We keep your personal information only for as long as we need it, given the purpose for which it is collected, or as required by law or regulation.

If we need to keep your personal information for periods longer than required, and more specifically for historical, statistical or research purposes, we will do so with the appropriate safeguards in place to prevent the records from being used for any other purpose.

We will ensure that any person that we share your personal information with agrees to treat your information with the same protection that we are obliged to.

Your data protection rights:

- You are entitled to access your personal data by sending a written request to.
Thenjiwe Healthcare (Pty)Ltd
36 Marine View Ave
Durban North
031-5632695
admin@thenjiwehealthcare.com
- We may charge you a fee for this service.
- You may also request Thenjiwe Healthcare (Pty) Ltd to correct or supplement any of your personal data which Thenjiwe Healthcare (Pty) Ltd will undertake as soon as practicable.
- Request the destruction of your personal data. Thenjiwe Healthcare (Pty) Ltd will consider your request considering any other laws or regulations prohibiting Thenjiwe Healthcare (Pty) Ltd from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Thenjiwe Healthcare (Pty) Ltd if you wish to make a request.

Contact details:

Name: Thenjiwe Healthcare (Pty) Ltd

Address: 36 Marine View Ave

Phone Number: +27 31 5632695

E-mail: admin@thenjiwehealthcare.com

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at: admin@thenjiwehealthcare.com.

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

Their contact details are as follows:

The Information Regulator (South Africa)

33 Hoofd Street

Forum III, 3rd Floor Braampark

P.O Box 31533

Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.za