

WEBSITE PRIVACY POLICY

Effective Date: 29 April 2025

Last Updated: 07 May 2025

Mediplus Companhia De Seguros SA, trading as Mediplus ("we", "us", or "our") is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines how we collect, use, store, and protect your information when you visit our website or interact with our services.

1. Information we collect

We may collect the following types of personal information:

- Personal Information
- Medical Information
- Technical and Device Information
- Website Interaction Data

2. How we collect information

We collect information through:

- Website forms (e.g. contact forms, registration forms)
- Email correspondence
- Mobile app interactions
- Use of cookies and similar tracking technologies
- Social media or digital campaigns
- Client service interactions

3. Why we collect your information

We collect and use your personal information to:

- Provide healthcare-related services
- Process membership or claim requests
- Respond to your queries or feedback
- Send service updates or important notifications
- Improve our website and services
- Manage marketing or promotional communications (only if you've opted in). We will provide a link in all communications, allowing you to unsubscribe at any time.
- Comply with legal obligations

4. Disclosure of Information

We do **not** sell your personal information. We may, however, share it with trusted third parties where necessary to:

- Facilitate claims processing or medical referrals
- Host and secure our website and IT systems
- Analyse website usage (e.g., via Google Analytics). Whenever possible, the data collected from analytic tools is made anonymous or given a pseudonym to protect privacy.
- Comply with regulatory or legal obligations

Mediplus ensures data processing agreements are in place with all third parties, as required under POPIA. All third parties are required to respect the confidentiality of your information and comply with applicable data protection laws.

5. Your Rights

You have the following rights regarding your personal information:

- **Access:** Request access to the information we hold about you
- **Correction:** Request corrections or updates to your information
- **Deletion:** Request deletion of your data, subject to legal retention requirements
- **Objection:** Object to the processing of your information for direct marketing
- **Withdraw Consent:** Withdraw your consent at any time, where applicable

To exercise any of these rights, please contact us at comms@mediplussa.com.

6. Data Security

We implement appropriate security measures to safeguard your personal information, including:

- Encryption of sensitive data
- Secure hosting environments
- Restricted internal access
- Routine security updates and checks
- Employee training and awareness

7. Changes to This Policy

We may update this Privacy Policy to reflect changes in our practices, technology, or legal requirements. The latest version, including the version date, will always be available on our website.