

INFORMATION AND WEBSITE PRIVACY POLICY

DOCUMENT CONTROL

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1. POLICY

It's important for MediCoop to help our members retain their privacy when they take advantage of our services and products. Privacy is important to us and our members. We will protect the information our members share with us. To protect their privacy, MediCoop follows different principles in accordance with worldwide practices for customer privacy and data protection.

- a) We won't sell or give away a member's name, mail address, phone number, email address or any other information to anyone.
- b) We'll use state-of-the-art security measures to protect the member's information from unauthorised users.

2. WEBSITE NOTICE

We will ask the member when we need information that personally identifies or allows us to contact them (personal information). Generally, this information is requested when a member applies online, request for specific services and products on our website or when they download software or applications, enter a contest, order email newsletters or subscribe for internet or mobile banking. We use the member's personal Information for four primary purposes:

- a) To make the website user-friendly by not having to enter information more than once;
- b) To help the member quickly find services, information, software or applications;
- c) To help us create content most relevant to the member;

Directors: Adv B Esterhuyzen (Chr), Mr JFF Lüttich (Vice-Chr), Mr TL Botha (MD), Mr TJ Louw, Mr TH Allnutt, Dr D Bester, Mr LJ Botha, Mr JJ Calitz, Dr NHP Khosa, Dr ND Munisi, Dr S Tshabangu, Mr P van Heerden, Dr KR Ntshwana

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 www.medi.coop

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Port Elizabeth, 6055

 Pretoria
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- d) To alert members on product upgrades, special offers, updated information and other new services offered by MediCoop.

3. WEBSITE CONSENT

If the member chooses not to register or provide personal information, they can still use most of www.medi.coop but the member will not be able to access areas that require registration.

Should the member decide to register, the member will be able to select the kinds of information they want to receive from us by subscribing to various services, like our electronic newsletters. If the member does not want us to communicate to them about general offers regarding MediCoop products, events, or services by email, blog, SMS or telephone, the member may select the option stating that they do not wish to receive marketing messages from MediCoop.

MediCoop occasionally allows other companies to offer our registered customers information about their products and services, using email, blog or SMS. If the member does not want to receive these offers, they may select the option not to receive marketing materials from third parties.

4. WEBSITE ACCESS

We will provide the member with the means to ensure that their personal information is correct and current. The member may review and update their personal information at any time via the website or alternatively via email or telephone.

5. WEBSITE SECURITY

MediCoop has taken strong measures to protect the security of the member's personal information and to ensure that the member's choices for its intended use are honored. We carefully protect the member data from loss, misuse, unauthorized access or disclosure, alteration or destruction.

Our member's personal information is never shared outside the company without the member's permission, except under conditions explained above. Inside the company, data is stored in password-controlled servers with limited access. Our member's information may be stored and processed in South Africa or any other country where MediCoop, its subsidiaries, affiliates or agents are located.

You also have a significant role in protecting member information. No one can see or edit the member's personal information without knowing the member username and password.

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6. NOTICE TO PARENTS

Parents or guardians: we want to help the member guard their children's privacy. We encourage members to talk to their children about safe and responsible use of their personal information while using the internet.

7. ENFORCEMENT

If you have reason to believe MediCoop has not adhered to these principles, please notify us by email at info@medi.coop, with the words "Privacy Policy" in the subject line, and we will do our best to determine and correct the problem promptly.

8. ELECTRONIC PRODUCT REGISTRATION

When a member buys and installs a new product, we may ask the member to register their purchase electronically. We merge the member registration information with existing information on the member's personal profile. If the member hasn't previously registered with us, we create a personal profile for the member from the product registration information. Should the member ever choose to review or update his/ her information, the member can visit our website, send us an email or contact us.

9. MEMBER PROFILES

As mentioned above, every registered member has a unique personal profile. Each profile is assigned a unique personal identification number, which helps us to ensure that only the member can access the member profile.

10. WHAT WE DO WITH THE INFORMATION YOU SHARE

On joining MediCoop, the member provides us with the member contact information. We use this information to send the member updates about their profile, services and products, questionnaires to measure member satisfaction with our service and announcements about new and exciting services and products.

We occasionally hire other companies to provide limited services on our behalf, including packaging, mailing and delivering purchases, answering customer questions about products or services, sending postal mail and processing event registration. We will only provide those companies the information they need to deliver the service, and they are prohibited from using that information for any other purpose.

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MediCoop will disclose the member's personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to:

- a) Conform to the edicts of the law or comply with legal process served on MediCoop or the website;
- b) Protect and defend the rights or property of MediCoop, and
- c) Act in urgent circumstances to protect the personal safety of users of MediCoop, its websites, or the public.

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