

Privacy Policy relating to the Protection of Personal Information Act 4 of 2013

At HealthGroup, we have made the necessary changes to our business processes to comply with the Protection of Personal Information Act (POPIA).

We are committed to protecting the personal information of our clients by processing their information in a secure manner which complies with the requirements of the relevant law.

POPIA is principle-based legislation. It seeks to protect people from harm by protecting their personal information - giving effect to the constitutional right to privacy and regulating the way personal information may be processed. HealthGroup ascribes to the following **8 Conditions for lawful processing of personal information**:

1. **Accountability:** HealthGroup is accountable for the personal information it processes or holds in its possession. All personal information is stored in a secure, password protected database adhering to the current best practice security protocols.
2. **Processing limitation:** Personal information must be processed in a lawful and reasonable manner. The purpose for processing the information must be lawful, adequate, relevant and not excessive. HealthGroup will only process information as it pertains to the processing of applications and / or providing advice to current or potential clients.
3. **Purpose specification:** The purpose for processing personal information must be specific, explicitly defined and lawful. HealthGroup will act as a responsible financial services provider and adhere to all requirements as defined by the Financial Sector Conduct Authority.
4. **Further processing limitation:** The reason for processing personal information further must be compatible with the original purpose of collection. HealthGroup will only process information in so far as it pertains to the auspices of providing financial advice and administrative services to clients.
5. **Information quality:** We are required to take practicable steps to ensure that the personal information we process is complete, accurate, not misleading and updated.
6. **Openness:** Personal information must be processed in a way that allows the data subject to know what is happening to their personal information. HealthGroup will disclose this to new applicants and existing clients on interaction.



Hastie and Pper Health Consulting cc t/a HealthGroup
Reg No 2007/200895/23
An Authorised Financial Services Provider (FSP33932)
An Accredited Healthcare Organisation (ORG3055)
Block B, 10 on Abrey, 10 Abrey Road, Kloof, 3610
Phone: 031 764 7298 | Fax: 0866 251 980

www.healthgroup.org.za
info@healthgroup.org.za

Members: D Pper, R M Hastie

7. **Security Safeguards:** We must ensure that there are sufficient security safeguards in place to secure the integrity and confidentiality of the personal information in our possession. All client data is secured via our cloud database, utilising Secure Sockets Layer (SSL)/Transport Layer Security (TLS) to protect data in transit. SSL/TSL creates a secure tunnel protected by 128-bit or higher Advanced Encryption Standard (AES) encryption.
8. **Data subject participation:** Data subjects have a right to access their personal information and to correct and update their personal information. All client application, claim and amendment forms and email correspondence are stored on our secure servers and are available to clients on request.

As such, HealthGroup will only keep personal information in so far as it is required to provide ongoing financial advice and administrative services to clients.

As per the FSCA, as a financial services provider, HealthGroup is obliged to maintain records of terminated clients for a period of 5 years. Client information will be deleted from our records thereafter.

Should you have any further questions please feel free to contact us at info@healthgroup.org.za