

IMPERIAL AND MOTUS MEDICAL AID WEBSITE PRIVACY POLICY

Imperial and Motus Medical Aid ('the Scheme' or 'Imperial Motus Med') is committed to protecting your privacy and takes its responsibilities regarding the protection and security of personal information very seriously. This privacy policy explains how the Scheme uses your personal information collected electronically when you use the website or register on the website as a member, or when you contact the Scheme electronically and how the Scheme protects your privacy. The registered Rules of Imperial Motus Med will apply if there is any conflict between the Rules and a provision of this Policy.

PERSONAL INFORMATION

Personal information refers to any information that identifies or relates specifically to you and your dependants, if applicable, such as your name, age, identity number, contact details, gender, information you use to register on the website and banking details.

COLLECTION AND USE OF PERSONAL INFORMATION

Whenever you use the website, register on the website, contact the Scheme electronically or use one of the services, facilities, tools or utilities offered by the Scheme on the website, Imperial Motus Med will be in possession of your personal information.

Imperial Motus Med will only disclose, collate and process ('use') your personal information with your express written permission unless we are legally permitted or required to do so.

Imperial Motus Med will not use your personal information for any other purpose, other than that which we disclose to you, unless you give the Scheme your express written permission to do so or unless the Scheme is permitted or required to do so by law. Imperial Motus Med will not sell or provide your personal information to unauthorised third parties for their independent use without your consent.

By using this website to register or explore the Scheme's benefits or services, or to contact the Scheme electronically, including through social media, you provide the Scheme with your express written permission to share your personal information with Imperial Motus Med's service providers, in the ordinary course of its business, including the purpose of providing you with the relevant benefits and services. You may revoke this consent in writing at any time. Should you revoke this consent, Imperial Motus Med will only be able to share your information with our service providers as permitted in terms of the law.

The Scheme collects your personal information for, amongst others, the following reasons, namely to:

- Process your instructions or requests;
- Meet your needs. For this purpose, the Scheme may collect and analyse your personal information and combine all the information that we have about you for research and statistical purposes. We may also use your personal information to personalise and tailor our services to meet your needs.

SECURITY

The information that you provide to Imperial Motus Med will be held in the Scheme's systems, which are located at the premises of the contracted administrator of the Scheme.

Imperial Motus Med shall take all reasonable steps, including the implementation of appropriate security safeguards, to protect the confidentiality of your personal information from loss, misuse or

unauthorised alteration. The information concerning the Scheme's beneficiaries is stored in databases that have built-in safeguards to ensure the privacy and confidentiality of that information.

If you use the website, you must keep your access details (including your username and password, if applicable), confidential and not allow other people to use them. You accept full responsibility for all activities that occur under your access details or password and accept responsibility for sharing your username and password. You also agree that any use of your access details shall be regarded as if you were the person using such information.

Imperial Motus Med is not responsible for any representations, information, warranties or content on any third-party website (including any third-party website linked to this website or websites that serve as social networks). Imperial Motus Med does not exercise absolute control over the privacy policies of these third parties and you should refer to their privacy policies to see how they protect your privacy.

Imperial Motus Med shall take reasonable steps to ensure that its service providers, who have access to your and your dependants' personal information, if applicable, keep such information confidential.

CORRECTION OF AND ACCESS TO PERSONAL INFORMATION

Should you wish to update or correct any personal information held by Imperial Motus Med on the Scheme website, you can email us or phone client services.

You may obtain a copy of your personal information by following the procedure described in our combined PAIA & POPIA manual. Access to this information is subject to the provisions of applicable legislation.

RETENTION

Imperial Motus Med will retain your and your dependants' personal information as part of its records for as long as it is required for lawful purposes, as may be required by legislation and for historical, statistical or research purposes, subject to the requirements of the law.

COOKIES

The website uses industry-wide technologies, such as 'cookies', to collect information about the use of our website, your preferences and past browsing history. 'Cookies' refer to information that is sent from the website to your hard drive, where it is saved. This will allow us to improve our services and your experience when you use the website again.

AMENDMENT

Imperial Motus Med may in its sole discretion amend this privacy policy from time to time. The version of the policy current at the time shall govern the respective rights and obligations between you and Imperial Motus Med each time that you access and use the website.

JURISDICTION

The laws of the Republic of South Africa shall govern this privacy policy and you consent to the jurisdiction of the South African courts in respect of any dispute, which may arise from or in connection with the interpretation or application of this privacy policy.

DISCLAIMERS

The website and all information, content, tools and materials are provided by Imperial Motus Med 'as is' and on an 'as available' basis without warranty of any kind.

Imperial Motus Med does not guarantee the operation of the website, the information, content, tools or materials on the website. You agree to use the website at your own risk.

Imperial Motus Med does not guarantee that the website, information, content, tools or materials included on the website, its servers or any electronic communications sent by us are free from viruses or other harmful components.

Although Imperial Motus Med is fully committed to providing you with the best possible service, we are not responsible for:

- Any interrupted, delayed or failed transmission, storage or delivery of information due to a power failure, equipment or software malfunction, natural disasters, fire, labour unrest or any other cause beyond the reasonable control of Imperial Motus Med, or
- Any inaccurate, incomplete or inadequate information obtained from the website or supplied by you.

We shall not be responsible for any direct or indirect, incidental, punitive and/or consequential loss or damages that may arise from:

- Any of the events described in this clause;
- Your actions or omissions that result in a breach of the privacy policy;
- Any links to other websites from this website. You also acknowledge that we cannot control the content of, or the products offered on those websites;
- Denial of access to the website should we have reason to believe that you are conducting activities that are illegal, abusive, would affect the integrity of the website or place Imperial Motus Med in disrepute;
- Your use of the website; or
- Your reliance on any of the information, content, tools or materials that you obtain from the website.

You acknowledge and understand that the information included on the website does not constitute advice or intermediary services in terms of the Financial Advisory and Intermediary Services Act of 2002. You should consult with your financial adviser should you require any financial services or financial products.

To the extent that clinical information may be provided on the website, you understand that it does not replace the advice of a registered healthcare practitioner. You should not discontinue any treatment you may be receiving on the basis of information reflected on this website without first consulting your healthcare practitioner and you should seek professional advice should any symptoms you may be experiencing persist.

While Imperial Motus Med makes every effort to ensure that the content and information on the website is complete or accurate and up-to-date, we make no guarantee about the suitability of the content or whether they are complete, accurate or appropriate.

You agree to indemnify Imperial Motus Med, its trustees, officers and employees and will not hold them responsible for any claim relating to your use of the website or as a result of any errors or inaccuracies or incomplete information made available by third parties on the website and agree that we shall not be liable for any loss or damages, including direct, indirect and consequential loss, that may arise from any disclosure to or by any third parties.

Imperial Motus Med's website uses cookies and makes use of cookies to ensure that you have the best experience on our website.

Cookies are small text files that can be used by websites to make a user's experience more efficient. The law states that we can store cookies on your device if they are strictly necessary for the operation of this site. For all other types of cookies, we need your permission. This site uses different types of cookies. Some cookies are placed by third party services that appear on our pages.

Learn more about who we are, how you can contact us and how we process personal data in our POPIA policy.