

## DISCLAIMER – PROTECTION OF PERSONAL INFORMATION ACT

Dr Sauermann and Partners Inc and WhatsUpDoctor would like to welcome you to this virtual WhatsApp practice application.

By using this WhatsApp service you hereby acknowledge that you have read and accepted the following Protection of Personal Information (POPI) disclaimer.

You understand and agree that all information provided, whether personal or otherwise, may be used and processed by Dr Sauermann and Partners Inc and WhatsUpDoctor, and such use may include placing such information in the public domain.

Further by continuing to access service you specifically agree that the Company will use such information provided by you, irrespective of the nature of such information.

Dr Sauermann and Partners Inc and WhatsUpDoctor shall take all reasonable measures to protect the personal information of users and for the purpose of this disclaimer “personal information” shall be defined as detailed in the Promotion of Access to Information Act, Act 2 of 2000 (“PAIA”) and the Protection of Personal Information Act, Act 4 of 2013 (“POPI”).

The PAIA and POPI Acts are available online at [www.gov.za/documents/acts](http://www.gov.za/documents/acts) .

As per the POPI Act personal information refers to information that identifies or relates specifically to you as a person or data subject, for example, your name, age, gender, identity number, your email address, medication, diagnosis, radiology, pathology and clinical information.

### The Collection of Personal Information

#### **Customer Information**

- To render customer-related services and administration of customer accounts;
- To conduct criminal, credit, reference, and other related reference checks.
- To authenticate the customer;
- To provide the customer with information which Dr Sauermann and Partners Inc and WhatsUpDoctor believe may be of interest to the customer, such as information relating to public awareness campaigns and matters of general public interest in which Dr Sauermann and Partners Inc and WhatsUpDoctor are involved or has decided to lend its support to.

#### **Supplier and Third Party Contractor/Service Provider Information**

- To secure the products and services of the supplier/service provider or contractor as part of Dr Sauermann and Partners Inc and WhatsUpDoctor’s product and service offering;
- To manage the Dr Sauermann and Partners Inc and WhatsUpDoctor supply chain and relationship with the supplier and/or contractor for any purposes required by law by virtue of the relationship between the supplier and Dr Sauermann and Partners Inc;
- To render services relating to the administration of supplier/service provider or contractor accounts;
- To provide the supplier/service provider or contractor with information which Dr Sauermann and Partners Inc and WhatsUpDoctor believes may be of interest, such as information relating to public

awareness campaigns and matters of general public interest in which Dr Sauermann and Partners Inc and WhatsUpDoctor is involved or has decided to lend its support to.

### Sources of Personal Information

Personal information may be collected from the following sources:

- Directly from the person when he/she applies for any Dr Sauermann and Partners Inc and WhatsUpDoctor's related employment, provide services to Dr Sauermann and Partners Inc and WhatsUpDoctor, submit forms requests or transactions, use our websites and social media platforms or make use of any of the Dr Sauermann and Partners Inc and WhatsUpDoctor services;
- From public registers, credit bureaus and law enforcement agencies and any other organisation from which Dr Sauermann and Partners Inc and WhatsUpDoctor may acquire your information;
- From people and entities employed by Dr Sauermann and Partners Inc and WhatsUpDoctor to provide services to Dr Sauermann and Partners Inc and WhatsUpDoctor which may be legally entitled to provide Dr Sauermann and Partners Inc and WhatsUpDoctor with personal information.

### The Storage of Personal Information

All personal information collected by Dr Sauermann and Partners Inc and WhatsUpDoctor will be stored as follows:

- In a secure and safe manner according to strict information security principles with safeguards to ensure its privacy and confidentiality;
- For no longer than is necessary to achieve the purpose for which it was collected unless further retention is:

Required by law or contractual obligation;

Otherwise reasonably required by Dr Sauermann and Partners Inc and WhatsUpDoctor for lawful purposes related to its functions and activities;

Retained further with the person's consent:

After which the information will be de-identified and disposed of as per the Dr Sauermann and Partners Inc and WhatsUpDoctor Control of Records policy.

### Sharing of Personal Information

Any information supplied to Dr Sauermann and Partners Inc and WhatsUpDoctor will be treated as confidential and Dr Sauermann and Partners Inc and WhatsUpDoctor will not disclose information unless legally permitted thereto. No information will be transferred to a Third Party without the

explicit consent of the data subject unless legally obliged thereto. By providing the personal information, the data subject agrees that Dr Sauermann and Partners Inc and WhatsUpDoctor may transfer the information to the following people and organisations in pursuit of the data processing purposes set out in our POPI Policy:

- To the divisions and entities in the Dr Sauermann and Partners Inc and WhatsUpDoctor Group, including directors, employees, contractors, agents, auditors, legal and other professional advisors who are authorised to process this information;
- To financial and government organisations who may request information from Dr Sauermann and Partners Inc and WhatsUpDoctor, in which case the data subject will be notified in advance; the provision of such information, including banks, governmental, judicial, regulatory and law enforcement bodies including the South African Revenue services and the National Credit Regulator;
- To persons employed by Dr Sauermann and Partners Inc and WhatsUpDoctor to provide services on our behalf and that adhere to principles similar to Dr Sauermann and Partners Inc and WhatsUpDoctor regarding the treatment of personal information;
- To any person to whom Dr Sauermann and Partners Inc and WhatsUpDoctor cede, delegate, transfer or assign any of our rights or obligations pertaining to products and/or services provided to the person or contracts concluded with the person;
- To any person who acts as legal guardian, executor of an estate, curator or in a similar capacity;
- To any person or persons who may be permitted by applicable law or that you may consent to, including persons or entities who may request such information to evaluate the credit worthiness of the person.

#### Your Rights regarding your Personal Information

A data subject (employee, contractor, supplier and/or customer) has the following rights to his/her personal information collected, processed and stored by Dr Sauermann and Partners Inc and WhatsUpDoctor:

- Right of access to and the right to rectify or update the personal information collected;
- The right to object at any time to the processing of the personal information in which event the consequences of the objection will be explained to the data subject;
- The right to request Dr Sauermann and Partners Inc and WhatsUpDoctor to no longer process the personal information of the data subject should the information not be required for further processing or by law.

#### General Conditions pertaining to Personal Information

Dr Sauermann and Partners Inc and WhatsUpDoctor accepts no liability whatsoever for any loss, damage (whether direct, indirect, special or consequential) and/or expenses of any nature

whatsoever which may arise as a result of, or which may be attributable directly or indirectly from information made available on these pages or links, or actions or transaction resulting there from.

The Laws of the Republic of South Africa will govern all terms and conditions of any products and services contained in these pages. Should you request products or services through the Dr Sauermann and Partners Inc and WhatsUpDoctor website you hereby consent and submit to the jurisdiction of the South African courts in regard to all proceedings, actions, applications or the like instituted by each party against the other, and in any way arising from any stated terms and conditions. If you do not agree to be bound by these terms, please exit this page and do not access or use the website.

Contact detail for Dr Sauermann and Partners Inc and WhatsUpDoctor: [info@whatsupdoctor.co.za](mailto:info@whatsupdoctor.co.za)