

CloudHealth.

DATA PROTECTION POLICY

This Data Protection Policy uses some of the defined terms from the Terms of Use. These capitalised terms used in this Data Protection Policy have the corresponding meanings stated in the Service Terms.

About this Data Protection Policy

This Data Protection Policy sets out how we process any Personal Information that any person give us when they use the Service.

If you have any questions about this Data Protection Policy or do not agree with it, please contact us before using the Service. We may change this Data Protection Policy from time to time by updating this page. You should check this page from time to time to ensure you are happy with any changes. This Data Protection Policy is effective from 25 July 2021.

Users are required to agree to this Data Protection Policy as a condition for using the Service.

Accessing Cloudhealth Services

You need a secure internet connection to access to our website. You are responsible for any internet based charges incurred (e.g. Mobile Data) by your self and any designated users to this effect.

Access to our services requires a subscription.

Information CloudHealth Collects from You

We collect Personal Information for the purpose of providing the Service and, specifically, for the reasons set out in this Data Protection Policy.

Personal information users volunteer or which we may infer

You and users are required to submit certain Personal Information in order to use the Service. We also collect certain Personal Information automatically which you do not expressly submit to CloudHealth. The Personal Information we collect from different users varies depending on the type of the user.

We may collect the following Personal Information from Client representatives and Designated Representatives:

- Name, title, work phone number, mobile phone number, email address, work address;

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- Identity number, Professional Registration number, date of birth;
- Information regarding your personal or professional interests, demographics, experiences with our products and contact preferences.

We may collect the following Personal Information from users:

- Name and email address;
- Chosen pseudonym or nickname;
- Information regarding personal preferences; and
- Any other Personal Information users may volunteer.

We will only process this Personal Information to the extent required in order to deliver, develop and improve the Service, related opportunities and facilitate the Service's improved administration.

Personal information we collect automatically

When you use the Service, CloudHealth automatically receives and records information on our server logs from your browser or mobile platform, including your location, IP address, cookie information, and the page you requested.

CloudHealth only uses this data in aggregate form and we may provide this aggregate information to our partners about how users and Members, collectively, use the Service, so that our partners may also understand how the Service is used.

Sensitive information

Depending on the services you choose to use, we may collect sensitive financial information about your practice like bank account details to allow for the provision of those services.

Subscription

Cloudhealth uses the secure services of [Payfast](#) to enable subscription to the service. The information you supply to Payfast to facilitate monthly or annual billing is not stored by nor accessible to any associates of Cloudhealth.

We may intercept and monitor your communications

CloudHealth may implement systems designed to intercept and monitor users' communications with CloudHealth's Associates, to the extent permissible by law, in which case users consent to such interception and monitoring.

As part of this process of intercepting and monitoring these communications, we may record such communications for disclosure on the basis set out in this Data Protection Policy.

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Security

We are committed to ensuring that users' Personal Information is securely stored and maintained. In order to prevent unauthorised Personal Information access or disclosure we have put in place appropriate physical, electronic and managerial procedures to safeguard and secure this Personal Information. However, due to the nature of the internet, we are unable to guarantee that your communications to us is absolutely secure at all times. We cannot guarantee that documents and files downloaded from our services are free of viruses. For your own protection, use anti-virus software when using our services.

Linking

We may link to other websites which are not within our control. We cannot be responsible for the protection and privacy of any information which users provide to Third Parties. You should exercise caution and look at the privacy statement applicable to the External Party Website or governing the External Party Website in question.

Cookies

As we mentioned above, we may use cookies in the Service. Cookies are files that store information on your hard drive or browser that means that the Service can recognise that users have visited the Service before. Cookies make it easier for users to maintain their preferences and other settings on the Service, and by seeing how users use the Service, we can tailor the Service around users' preferences and measure usability of the Service.

Users need not consent to CloudHealth tracking your use of the Website using cookies and, if you choose not to, users may not enjoy the Service's full functionality which is facilitated by cookies.

Users may, should they so choose, disable the cookies from your browser and delete all cookies currently stored on their computers. Users can find out how to do this for their particular browser by clicking "help" on their browser's menu or otherwise seeking assistance from a suitably qualified advisor.

What we do with your Personal Information

We process Personal Information and other Personal Information for the following reasons:

- Provide and grant access to the Service and notify you, Designated Representatives and/or users about important changes or developments to the Service;
- Create and maintain a user database;
- Following up with you or users up as part of our customer care procedures;
- Internal record keeping;
- Crime detection prevention and prosecution;

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- Evaluating the effectiveness of our advertising campaigns and for research, training and statistical analysis with the aim of improving the Service; and
- Improving the Service.

We may contact you, Designated Representatives and/or users by e-mail, phone or mail in relation to the purposes set out in this section and by providing such Personal Information, you and such persons are deemed to have agreed to us contacting them using these methods of communication.

Sharing your Personal Information

We will not transfer, disclose, sell, distribute or lease users' Personal Information to third parties other than on the following basis:

- where we have permission from the person concerned;
- where we are required to do so by law;
- where it is reasonably required by our agents, advisors or others involved in rendering the Service or in undertaking activities linked to the operation of the Service on our behalf and only to the extent required; or
- where the transfer or disclosure would otherwise be in compliance with legal requirements we are subject to including, but not limited to, statute or regulation.

This process may include sending Personal Information to other countries, whose data protection laws may not be as extensive as in South African Law. We have, however, taken appropriate and reasonable steps to ensure the same level of protection for the processing carried out in these countries as are afforded by South African Law.

Accessing Your Personal Information

Any person who believes that any Personal Information about them which we have is incorrect or incomplete, should contact us immediately. We will correct or update any information as soon as possible.

Any person may furthermore request us to delete their Personal Information stored in relation to the Service by sending an email to info@cloudhealth.co.za although doing so may necessitate limiting or terminating the requesting users' Service use, at our sole discretion.

Users may request details of Personal Information which we hold about them under the Promotion of Access to Information Act 2000.