

# # Empower

5 of 2021

## Protection of Personal Information Act (POPIA)

### The impact on medical scheme members

The Protection of Personal Information Act (POPIA) became enforceable on 1 July 2021. Basically, the Act aims to protect your constitutional right to privacy. As data subjects, medical scheme members should be aware of the following key aspects of the Act to ensure that their personal information is handled securely and responsibly.

### Tips

#### BASIC TERMINOLOGY



##### DATA SUBJECT

a person or entity to whom any personal information relates, for example, YOU as a member of a medical scheme or an employee of your organisation.



##### SENSITIVE PERSONAL INFORMATION

relates to, among others, your religion, sexual orientation and health issues.



##### PERSONAL INFORMATION

includes a broad range of data or sensitive information that can be used to identify a person. e.g. name and surname, signature, address, contact details, age, race, ID numbers, date of birth, etc. - all typically included in a medical scheme application.

### THIRD PARTIES and your PERSONAL INFORMATION

1. Less is more: Third parties should **only process the data needed**.
2. No surprises: You, as a data subject should **be aware** that your personal information is being processed.
3. Stay alert, make sure you are sending the email to the **intended recipient** at the medical scheme or your appointed broker only. Third parties should only **share your information on a legitimate basis**, and with your knowledge.
4. Personal information and attachments shared via email should be **password protected or encrypted**.
5. Third parties should **store data securely**, only **retain necessary data** and **destroy data** as prescribed.



# Simeka Health's

## COMMITMENT to POPIA's 8 conditions

for the LAWFUL processing of PERSONAL INFORMATION

1

### ACCOUNTABILITY

We comply with and adheres to POPIA.

2

### PROCESSING LIMITATION

We process personal information only where a legitimate basis exists, in a fair, lawful, and non-excessive manner.

3

### PURPOSE SPECIFICATION

We only process personal information for an explicitly defined and lawful purpose. Personal records are not retained any longer than is necessary for achieving this purpose.

4

### FURTHER PROCESSING LIMITATION

We do not process personal information for a secondary purpose unless such purpose is in accordance with or compatible with the original purpose or authorised by POPIA.

5

### INFORMATION QUALITY

We make every effort to ensure that the personal information processed is complete, accurate, up to date and not misleading. We rely on others\* to do the same.

6

### OPENNESS

We ensure that data subjects are aware of the processing of their personal information, including the source and purpose of its collection.

7

### SECURITY SAFEGUARDS

The integrity and confidentiality of your personal information is protected by taking appropriate, reasonable technical and organisational measures.

8

### DATA SUBJECT PARTICIPATION

We ensure that data subjects have access to their personal information (and may request the deletion or correction of their personal information).

\*role players when submitting personal information to us.

## Broker and/or Medical Scheme interaction with YOU

- Personal information sent to you will be encrypted or password-protected, typically requiring your ID to open
- Your employer and/or your broker might not have access to all personal information and you might be asked to give consent for third parties to have access to or share sensitive personal information
- You will have the right to “opt-out” of receiving certain communication
- You need to be informed of any data breach that may have occurred

Sanlam's  
Privacy  
Statement

