

Health Architects SA

Privacy Policy



Health Architects SA knows that you care how information about you is used and shared and we appreciate your trust in us to do that carefully and sensibly. This policy describes the types of personal information that we may collect about you, the purposes for which we use the information, the circumstances in which we may share the information and the steps that we take to safeguard the information to protect your privacy. As used throughout this policy, the term "Health Architects SA", "us" or "we" refers to Health Architects SA and its affiliates in South Africa and worldwide. By engaging with us, you are accepting and consenting to the practices described in this privacy policy.

PERSONAL INFORMATION

Any personal information provided to or gathered by Health Architects SA is controlled by Health Architects SA, whose registered office is at Healthworx Medical Centre – Cresta Shopping Centre, Beyers Naude Drive, Randburg, South Africa. A number of suppliers as data processors on behalf of us from time to time.

WHAT PERSONAL INFORMATION DOES HEALTH ARCHITECTS SA COLLECT?

The information we collect from our members help us to continually improve your experience at Health Architects SA. This personal information may include - your name and contact information; ID/passport number; date of birth; preferred communication methods; bank details and credit card details. We also create information that becomes part of the personal information we hold about you, such as your membership number and your usage of the club. We also collect the following information:

Special personal information

The term "special personal information" in this context refers to information relating to your religious or philosophical beliefs, race or ethnic origin, trade union membership, political opinions, health, sexual life or criminal behaviour. Whilst we do not generally collect special personal information unless it is volunteered by you, we do specifically collect health data to the extent that it is required to assess your readiness for physical exercise. We will use health information provided by you exclusively to serve you better and meet your particular needs. By providing this information to us, you are consenting to our using it in the manner set out in this policy.

• *Personal information about children*

We do not knowingly collect personal information from children (under 18 years of age) without the permission of their parent or guardian. As a parent or guardian, please do not to allow your children to submit personal information without your permission.

• *Surveys*

We may ask you to complete surveys for research purposes from time to time, although you do not have to respond to them.

WHAT DO WE DO WITH PERSONAL INFORMATION COLLECTED FROM YOU?

- We use personal information to provide the services you request from Health Architects SA such as to facilitate staff administration, administration of your programme, group or site membership, facilitate bookings and appointments with our own or third party service providers and other transactions.
- We may also use the information to advertise products and services, to process payments and maintain accounts and records, to prevent crime and aid in the prosecution of offenders, and to administer and maintain membership records. In addition, we use this information to improve our membership and customer services platform, prevent or detect fraud or abuses of our website and enable third parties to carry out technical, logistical or other functions on our behalf.
- We also use your details to send you newsletters and promotions, and to conduct online surveys or surveys by telephone; prize draws; competitions and other promotions via email, telephone or post. We will also use the information in the course of collecting your fees and any other payments that may be due to us from you. If you apply for employment at Health Architects SA, we use the personal information you supply to process your job application.
- We continuously profile and assess our database in order to improve the service offering provided to members and/or to better align ourselves with business partners. As a result, we use your personal information to share it with existing and potential business partners and third parties in order to identify mutual opportunities and improve the service offering to you. Information is shared on a confidential basis, and unless you have consented otherwise, under no circumstances is the business partner or third party entitled to make any communication to you, or make any further transmission of the information, as a result of the personal information we avail to them. Each transmission of the personal information differs, but is specific to the particular information share exercise undertaken.
- Other than as set out in this privacy policy we will not share your personal information with third parties for marketing or any other purposes without your consent, unless we are required to do so by law.

DOES HEALTH ARCHITECTS SA SHARE THE INFORMATION IT RECEIVES?

Information about our customers is an important part of our business and we do not sell it to others. Health Architects SA shares member information only as described below.

• *Third Party Service Providers*

We employ other companies and individuals to perform functions on our behalf. Examples include sending postal mail and e-mail, removing repetitive information from member lists, analysing data, and providing marketing assistance. Third party service providers have access to personal information needed to perform their functions, but may not use it for other purposes. Further, they must process the personal information in accordance with this privacy policy and as permitted by South African data protection legislation.

• *Protection of Health Architects SA and others*

We release account and other personal information when we believe that such a release is appropriate to comply with the law; enforce or apply our membership or other agreements; or protect the rights, property or safety of Health Architects SA, our users or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction. Obviously, however, this does not include selling, sharing or otherwise disclosing personally identifiable information from members for commercial purposes in a way that is contrary to the commitments made in this privacy policy. With your consent, other than as set out above, you will receive notice when information about you might go to third parties and you will have an opportunity to choose not to share the information.

HOW SECURE IS INFORMATION ABOUT ME?

We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable information in line with requirements of the POPIA act. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.

WHAT CHOICE DO I HAVE?

As discussed above, you can always choose not to provide information. If you do not want to receive e-mail or other mail from us. However, please note, if you do not want to receive legal notices from us, such as this privacy policy, those notices will still govern your use of Health Architects SA and it is your responsibility to review them for changes.

NOTICES AND REVISIONS

If you have any concern about privacy at Health Architects SA, please email us a thorough description and we will try to resolve the issue for you. Our business changes constantly and our privacy policy and the terms and conditions will also change from time to time. We may email periodic reminders of our notices and conditions, unless you have instructed us not to, but you should check our website frequently to see recent changes. Unless stated otherwise, our current privacy policy applies to all information that we have about you and your account. However, we stand behind the promises we make and will never materially change our policies and practices to make them less protective of member information collected in the past without the consent of affected members.

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to the Head Office of Health Architects SA based at Unit B3 Whitethorn Office Park, 606 Kudu Street, Allens Nek, Roodepoort, Gauteng, South Africa. Emails can be sent to info@healtharchitectssa.com and you can call us on +27 11 731 1027.

