

PRIVACY POLICY OF CAPE 2 CASPIAN TELEHEALTH(PTY)LTD

Definitions

“The Platform” refers to the website located at www.cape2caspiantelehealth.com

“Health Professionals” refers to a professional person with an appropriate qualification and registered with a professional body in the Republic of South Africa that renders a health related service by means of a video consultation or a telephonic consultation.

“Cape 2 Caspian” refers to we”, “us”, or “our” refers to Cape 2 Caspian Telehealth (Pty) Ltd

“HPCSA” refers to the Health Professions Council of South Africa

“Users” refers individuals who access the platform and/or wish to engage with health professionals for a health related service by means of a video consultation or a telephonic consultation

“Services” refers to health related services rendered by health professionals to Users by means of a video consultation or a telephonic consultation.

“Terms” refers to the these terms and conditions

“Personal Information” refers to users name ,surname, address, email, gender, telephone number.

“Telehealth consultation” refers to a consultation between a User and a Health Professional by means of a video consultation platform or a telephonic consultation..

Introduction

This Privacy Policy explains how your personal information is collected, used, and disclosed. This Privacy Policy applies to Cape 2 Caspian website (The platform)

Personal information is restricted to the information supplied to Cape 2 Caspian on registration.(ie.Your name,surname,email, phone number ,address,gender) CAPE 2 CASPIAN HAS NO ACCESS TO ANY OF YOUR HEALTH INFORMATION AND MEDICAL RECORDS. Cape 2 Caspian Telehealth is dedicated to protecting your privacy through our compliance with this policy.

You may choose not to provide us with any Personal Information. In this situation you are still able to access the Platform and Services but you will not receive any notifications from us regarding the latest Health Professionals that have joined the Platform,the latest trends in telehealth and it hinders our ability to enhance the Platform and Services for you.

By accessing or using the Platform you confirm that you have read, understood, and agree to our collection, storage, use, and disclosure of your personal information as described in this Privacy Policy and our Terms of Service. The collection, storage and disclosure of all your information is aligned with legislation within the Republic of South Africa including but not limited to the Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002), as amended and the Protection of Personal Information Act, 2013 (Act No. 4 of 2013), as amended.

This Privacy Policy describes how Cape 2 Caspian collects and uses Personal Information about you through the use of the Platform and through electronic communications between you and Cape 2 Caspian. This Privacy Policy describes the types of information we may collect from you or that you may provide when you visit our Platform and how your that information is collected, used, and disclosed.

Registration

Should you be required, at any time, to register as a user on the Website, you may be required or obliged to provide the Practice with the following Personal Information:

your first name and surname;

your email address;

your physical address;

your gender;

your contact telephone or cellular number;

your age and a your password

Should that information change, you are requested to update such information as soon as reasonably possible to enable Cape 2 Caspian to update its records.

What Information Do We Collect?

We collect information from you when you visit the Platform. This information includes the following

your first name and surname;

your email address;

your physical address;

your gender;

your contact telephone or cellular number;

your age ;

your password

Technical data (see below)

CAPE 2 CASPIAN IS AN INTERMEDIARY BETWEEN YOU AND HEALTH PROFESSIONALS. WE DO NOT HAVE ACCESS TO YOUR HEALTH INFORMATION AND RECORDS AND THUS DO NOT COLLECT, STORE OR SHARE ANY OF YOUR HEALTH INFORMATION.

Your personal information will be collected essentially for the following reasons:

- to identify you;
- to forward information of updated list of health professionals and/or additional services;
- to respond to any request made to us;
- to collect statistical data to assist us in trying to improve our service offerings;
- to request feedback from you;
- to contact you if there is a grievance and assist in the resolution thereof;
- to detect possible fraud;
- to market products to you

How Do We Protect Your Information

Security measures are implemented to maintain the safety of your personal information. Personal Information submitted to us, both during transmission and once we receive it. Personal information on the Platform is encrypted using (SSL) using secure socket layer technology

Disclosure of Information

Personal Information will not be disclosed to any third party without your consent except as required by law. Personal information will not be sold to any third party.

We will not disclose information that personally identifies you to any third party other than as set out in this Privacy Policy. In order to deliver our Services, we may disclose your personal information to other individuals or organisations but only in relation to providing our Services to you.

We take reasonable steps to ensure that these individuals or organisations are bound by privacy obligations in relation to the protection of your personal information.

This disclosure may include providing your personal information to:

- a) any person you request or consent to receiving the information (including but not limited to Health Professionals on the Platform)
- b) your treating doctor or regular general practitioner with your consent
- c) anyone we are required or authorised by law to disclose the personal information;
- d) anyone included in a transfer of all or part of our assets or businesses.
- e) business associates that assist with the operation of The Platform and rendering of Services

Access to information we hold about you

If you request access to the personal information we hold about you, we will respond to your request within a 14 day period of time and, where reasonable and practicable, give access to the information in the manner you request.

Changes to the Privacy Policy

We may change the terms of this Privacy Policy at any time. We will post any changes to our Privacy Policy on our Platform.

You should examine this Privacy Policy regularly so that you are aware of any changes made to this Privacy Policy. The date this Privacy Policy was last revised is identified at the top of the page. You are responsible for reviewing this Privacy Policy regularly to inspect any changes. Once the Privacy Policy has changed, the date the Privacy Policy was last revised will appear on the Platform for 7 days.

Links to other websites done

Cape 2 Caspian accepts no responsibility or liability for the privacy practices of any third party websites to which links may have been provided on the Platform. Cape 2 Caspian advises you to review and study the privacy policy of every website you visit before using it.

How long do we keep your Personal Information

We will keep your Personal Information as long as Cape 2 Caspian provides services to you. The retention of your Personal Information is guided by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013), as amended.

Disclaimers

Personal Information is protected by implementing security measures. However you should be aware that we do not guarantee that there is 100% security. If we do become aware that your Personal Information has been disclosed to a third party, we will notify you of the disclosure as soon as possible.

This Privacy Policy only covers our Platform and does not cover any third party links.

Sharing of Information

Aggregate data which does not include information that identifies you are shared with marketing agencies and other third parties to customize advertising to you and organizations that collect statistical data for health or telehealth trends.

Technical data

When you use our Platform we may collect the following technical data;

The IP address used to connect your device to the internet

Your browser information

Details of your device

Your location

Information regarding your visit to the Platform

Information regarding products or services you viewed or used

Information regarding your interactions on the Platform

Cookies

A “cookie” is data that is transferred onto the hard drive of your computer in order to keep a record of your interaction with the Platform. They collect information about how you use the Platform. Cookies store information about your preferences on a particular site.

They also record session information and collect information on how you visit and access our web pages. This allows us to improve our services and . Cookies will not be used to identify a user, but are used to compile statistical data relating to goods and services offered. It also provides Cape Caspian with feedback on the use and the operation of the Platform . Cookies do not personally identify you, only your computer and you can delete cookies from your computer at any time.

Web beacons and website analytics

Web beacons are electronic images placed in the web page code on your computer when you visit our Platform. We may use web beacons to monitor the Users behaviour and collect data about the Users viewing the Platform. The data collected is not Personal Information. Web beacons can be used to count the users who visit a web page and collect other statistical data.

Third-party companies such as Google Analytics assist us in analyzing Users interaction with Platform and to collect and process data.

Contact

If you have any comments questions about this Privacy Policy, please contact Dr Mohamed at info.cape2caspiantelehealth@gmail.com or on 0727063857

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