

MEDSHIELD MEDICAL SCHEME

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www.medshield.co.za

An Authorised Financial Services Provider (FSP 51381)

**MEDSHIELD**
medical scheme

1 February 2023

Dear Medshield Broker,

PROTECTION OF PERSONAL INFORMATION ACT (POPIA) – UPDATED PRIVACY NOTICE

The Protection of Personal Information Act No. 4 of 2013 (POPIA) came into effect on 1 July 2021, with the explicit purpose of protecting your and your beneficiary/ies' personal information. This Act intends to balance the right to privacy with other rights such as access to information and aims to ensure that all South African institutions conduct themselves in a responsible manner when collecting, processing, storing and sharing your personal information.

Sharing member's personal information

Medshield has access to all Medshield members' personal information and health records provided to Medshield, and do not share or discuss their membership with anyone other than the Principal member of the Scheme (where necessary), the required healthcare professionals and managed care providers or a third party that has been nominated.

Medshield's secure platforms ensure that certain documents are password protected, or otherwise encrypted so that it is only accessible to the intended recipient. This precaution is not just for Medshield to comply with POPIA – it is an important facet of keeping medical records private and confidential at all times. At the same time, membership of a medical scheme requires that certain member information must be shared, from administrative details such as banking details for claim reimbursements and medical information that can be shared among healthcare providers to ensure integrated and effective healthcare. The Scheme's Privacy Notice has been updated and is available on our website at <https://medshield.co.za/wp-content/uploads/2023/02/2023-POPIA-Privacy-Notice.pdf>.

We are confident that our secure systems, platforms and protocols protect our members' personal information and the Scheme will continue to provide seamless administration and access to healthcare benefits for all our members.

Kind regards

Medshield Medical Scheme