

BioVac - Privacy Notice

This privacy notice provides details of the personal information we collect from you, what we do with it, how you might access it and who it might be shared with.

Our Organisation

BioVac
15 Alexandra Road, Ndabeni
Cape Town
7405
South Africa
Mobile: +27833201942
Telephone: +27215145000
Organisation email: sameeray@biovac.co.za

ATTENTION all children.

This is a very important notice which we must share with you and any one of your parents or legal guardians. To make use of our services, we need information which is personal to you. For example, your name, your email address and your phone number. It might be so that we cannot use your information unless your parent agrees. Please tell your parents to read the notice below.

ATTENTION all parents / legal guardians

In order for children to make use of our services we need to use their personal information and for this we are required by law to obtain the consent of a parent or legal guardian. Before deciding on consent it is important for parents to understand our information security and privacy policies. It is equally important for parents to explain to children, the implications of not providing our organisation with the proper consent. A link to our consent form can be found wherever we collect personal information of children.

What we do with your personal information

We use your personal information only for the purpose for which it is collected. Among others, this purpose could be to provide a service, assist us with administration, recruit prospective employees or even to comply with a legal obligation. We may use your personal information for other similar purposes, including marketing and communications, but that will only occur in the case where we have your consent or another lawful justification for doing so.

From our **Healthcare Professional** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Vigilance	S11 - For the proper performance of a public law duty by a public body	Until no longer needed for purposes of proof
Customer sales, service and support	S11 - We have the data subject's consent	Upon conclusion of the service, event or promotion

From our **Patients** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Vigilance	S11 - For the proper performance of a public law duty by a public body	Until tax or other legal retention period expires
Customer sales, service and support	S11 - We have the data subject's consent	Until tax or other legal retention period expires

From our **Children** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Vigilance	S11 - We, the Responsible Party must comply with a legal obligation	Until tax or other legal retention period expires

From our **Beneficiaries** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Membership administration and management	S11 - For the proper performance of a public law duty by a public body	Until no longer needed for purposes of proof
Vigilance	S11 - For the proper performance of a public law duty by a public body	Until tax or other legal retention period expires

From our **Service Providers** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Auditing and taxation services	S11 - We, the Responsible Party must comply with a legal obligation	Until no longer needed for purposes of proof
Employee monitoring	S11 - We have the data subject's consent	Until no longer needed for purposes of proof
Employee recruitment	S11 - We, the Responsible Party must comply with a legal obligation	Until tax or other legal retention period expires
Employment and performance management	S11 - To conclude or perform a contract to which the data subject is party	Until tax or other legal retention period expires

From our **Donors** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Fundraising	S11 - We have the data subject's consent	Until tax or other legal retention period expires
Legal advice and representation	S11 - We have the data subject's consent	Until tax or other legal retention period expires
Auditing and taxation services	S11 - We have the data subject's consent	Until tax or other legal retention period expires

From our **Legal Guardians** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Vigilance	S11 - It is in the legitimate interest of a third party to whom the information is supplied	Until no longer needed for purposes of proof

From our **Competent Persons** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
--------------------	--------------	------------------

Vigilance	S11 - It is in the legitimate interest of a third party to whom the information is supplied	Until no longer needed for purposes of proof
-----------	---	--

From our **Suppliers** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Legal advice and representation	S11 - To conclude or perform a contract to which the data subject is party	Until tax or other legal retention period expires
Auditing and taxation services	S11 - We have the data subject's consent	Until tax or other legal retention period expires
Business advisory	S11 - To conclude or perform a contract to which the data subject is party	Until tax or other legal retention period expires
Customer sales, service and support	S11 - To conclude or perform a contract to which the data subject is party	Until tax or other legal retention period expires
Vigilance	S11 - To conclude or perform a contract to which the data subject is party	Until tax or other legal retention period expires

From our **Consultants** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Auditing and taxation services	S11 - We have the data subject's consent	Until tax or other legal retention period expires
Legal advice and representation	S11 - To conclude or perform a contract to which the data subject is party	Until tax or other legal retention period expires
Financial planning	S11 - To conclude or perform a contract to which the data subject is party	Until tax or other legal retention period expires
Vigilance	S11 - We have the data subject's consent	Until tax or other legal retention period expires

From our **Customers / Clients** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Customer sales, service and support	S11 - To conclude or perform a contract to which the data subject is party	Until tax or other legal retention period expires
Travel and events management	S11 - To conclude or perform a contract to which the data subject is party	Upon conclusion of the service, event or promotion

From our **Prospective Employees** we collect, use and retain personal information for the following purposes and periods, with the applicable lawful basis..

Processing purpose	Lawful basis	Retention period
Employee recruitment	S11 - We have the data subject's consent	Upon conclusion of the service, event or promotion

What personal information do we collect?

We only collect the minimum amount of information that is relevant to the purpose. If you interact with us on the internet, the personal information we collect depends on whether you just visit our website or, use our services. If you

visit our website, your browser transmits some data automatically, such as your browsing times, the data transmitted and your IP address.

If you use our services, personal information is required to fulfill the requirements of that service.

Generally, we collect the following personal information. If there is any *specific* personal information to collect, we will indicate as such, at or near the time of collection.

- Identification Number
- Telephone number
- Confidential Correspondence
- Email address
- Location information
- Name, together with other identifying information
- Financial & banking details
- Online identifier
- Physical address
- Personal opinions, views or preferences
- Education history
- Employment history

Special personal information could be about your health, your racial or ethnic origin, your trade union membership etc. We collect the following special personal information, under the appropriate lawful basis.:

- Health or sex life
 - S32 - We comply with provisions concerning a data subject's health or sex life
- Race or ethnic origin
 - S27 - For historical, research or statistical purposes, with appropriate guarantees to privacy
 - S27 - We have the data subject's consent
- Criminal behaviour - allegations
 - S27 - We have the data subject's consent

Who might we share your personal information with?

To maintain and improve our services, your personal information may need to be shared with or disclosed to our service providers, other organisations such as ours or, in some cases, public or legal authorities.

We transfer personal information to the following organisations and countries:

Data subject type	Organisation name	Type	Country
Healthcare Professional	Metrofile	Operator	South Africa
Patients	Metrofile	Operator	South Africa
Children	Metrofile	Operator	South Africa
Beneficiaries	Metrofile	Operator	South Africa
Service Providers	Metrofile	Operator	South Africa
Donors	Metrofile	Operator	South Africa
Legal Guardians	Metrofile	Operator	South Africa
Competent Persons	Metrofile	Operator	South Africa
Suppliers	Metrofile	Operator	South Africa
Consultants	Metrofile	Operator	South Africa
Customers / Clients	Metrofile	Operator	South Africa
Prospective Employees	LinkedIn	Responsible Party	United States
Prospective Employees	Metrofile	Operator	South Africa

Prospective Employees	PSYGRO	Responsible Party	South Africa
Prospective Employees	www.manatal.com	Responsible Party	United States

For the following purposes we may disclose your personal information to authorised third parties because it's in their legitimate interests:

- Vigilance

If we transfer your personal information outside of South Africa, we apply the necessary safeguards which include, confirming whether the receiving country has the proper data protection law, ensuring that there is a binding agreement between parties or, if the transfer is internal to our organisation, commitment to binding corporate rules. Details of these safeguards may be obtained by contacting us directly.

How do we look after personal information?

We limit the amount of personal information collected to only what is fit for the purposes as described above. We restrict, secure and control all of our information assets against unauthorised access, damage, loss or destruction; whether physical or electronic. We retain personal information only for as long as is described above, to respond to your requests, or longer if required by law. If we retain your personal information for historical or statistical purposes we ensure that the personal information cannot be used further. While in our possession, together with your assistance, we try to maintain the accuracy of your personal information.

How can you access your personal information?

You have the right to request access to any of your personal information we may hold. If any of that information is incorrect, you may request that we correct it. If we are improperly using your information, you may request that we stop using it or even delete it completely.

If you would like to make a request to see what personal information of yours we might hold, you may make a request from our organisation website or contact us as per the details above

Where you have previously given your consent to process your personal information, you also have the right to request that we transmit your personal information to a different service provider.

Where it may have been necessary to get your consent to use your personal information, at any moment, you have the right to withdraw that consent. If you withdraw your consent, we will cease using your personal information without affecting the lawfulness of processing based on consent before your withdrawal.

Our Information Officer

Craig Mitchell
CraigM@biovac.co.za
Telephone: ++27 21 514 5000
Mobile: +0832987222

The SA Information Regulator

You have the right to lodge a complaint with the SA Information Regulator. See the Information Regulator contact details below.

The Information Regulator (South Africa)
PO Box 31533
Braamfontein
27 Stiemens St
Braamfontein
2017
POPIA complaints
POPIAComplaints@inforegulator.org.za
PAIA complaints
PAIAComplaints@inforegulator.org.za