

PRIVACY POLICY

1. GENERAL

- 1.1. Lilaq Technology (Pty) Ltd (“**us**” or “**we**” or “**Lilaq**”) is committed to respecting the privacy of users of Lilaq (the “**Application**”) and services provided by us through the Application and our website at www.lilaq.co.za (“**Website**”) (collectively, the “**Services**”).
- 1.2. Lilaq takes all reasonable steps to protect personal information provided by our users. For purposes of this policy, “personal information” shall be defined as detailed in the Protection of Personal Information Act 4 of 2013 (POPI).
- 1.3. We host the Application to connect you to healthcare providers that have entered into an agreement with us (a “**Provider**”). Once you select one or more Providers through the Application to provide services to you, each of those Providers may be referred to as “your Provider.” We created this Privacy Policy (“**Privacy Policy**”) to tell you how we protect, collect, use, disclose and store the information collected through the Services.

2. ACCEPTANCE

- 2.1. By downloading, accessing or using the Application or Website, and/or by registering with us or providing information to us in connection with the Application or Website, you accept the practices and policies outlined in this Privacy Policy, and you hereby consent to the collection, use and sharing of your information as set forth in this Privacy Policy.
- 2.2. If you are registering an account or using the Services on behalf of an individual or entity other than yourself, you represent that you are authorised by such individual or entity to accept the terms of this Privacy Policy on such individual’s or entity’s behalf.
- 2.3. We may change this Privacy Policy at any time and any changes to this Privacy Policy will become effective when we make the revised Privacy

Policy available through the Application and/or Website. We will update the “Last Revised” date at the bottom of this Privacy Policy if we make any such changes to this Privacy Policy. Your use of the Application or the submission of any information in connection with the Application following any change means that you accept the revised Privacy Policy.

- 2.4.** Your use of the Website and Application is also subject to our Terms and Conditions.

3. RESPONSIBILITY OF THE USER

While we will at all times take all reasonable steps to ensure that all information provided to us is correct and up to date, all users accept responsibility for ensuring that the information provided to us is correct, complete and up to date. In the event that you provide information on behalf of someone other than yourself, you warrant that you have their permission to do so.

4. PERSONAL INFORMATION WE MAY COLLECT

- 4.1.** Should you decide to register as a user on the Application, we will require you to provide us with personal information which includes but is not limited to -

- 4.1.1.** your name and surname;
- 4.1.2.** your email address;
- 4.1.3.** your physical address;
- 4.1.4.** your gender;
- 4.1.5.** your mobile number;
- 4.1.6.** your medical aid details including your scheme and number (if applicable);
- 4.1.7.** your identification number; and
- 4.1.8.** your date of birth.

- 4.2.** Should you decide to book a consultation with a healthcare professional, we may require you to provide us with personal information which includes but is not limited to –

- 4.2.1.** Your credit card details;

- 6.1.1.** use your personal information for any purpose other than as set out below:
- 6.1.1.1.** to respond to your inquiries and fulfil your requests, such as to arrange transportation for the in-person consultation with a Provider;
 - 6.1.1.2.** schedule and provide services related to the scheduling of house-call appointments, for example, to send to you appointment confirmation; communicate with you and your Providers regarding your health status, appointments and related services provided by your Provider; obtain or facilitate payments for appointments and related services provided by your Provider and send you payment receipts; and provide you with related customer service;
 - 6.1.1.3.** send administrative information, including information regarding the Application, and changes to our terms, conditions and policies;
 - 6.1.1.4.** to contact you regarding current or new services offered by us and/or our Providers (unless you have opted out from receiving marketing material from us);
 - 6.1.1.5.** to inform you of new features and/or special offers offered by us and/or our Providers (unless you have opted out from receiving marketing material from us);
 - 6.1.1.6.** personalise your experience on the Application by presenting products and offers tailored to you;
 - 6.1.1.7.** further our business purposes, such as quality assessment, data analysis, audits, developing new products, enhancing the Application, improving our services, identifying usage trends, developing tools which help you assess the performance, competence and qualifications of healthcare professionals and conducting training programs for such professionals, and determining the effectiveness of our promotional campaigns; or

6.1.2. disclose your personal information to any third party other than as set out below:

6.1.2.1. to our employees and/or Providers who assist us to interact with you via our Website and/or Application, email or any other method, for the use of the Services and thus need to know your personal information in order to assist us to communicate with you properly and efficiently;

6.1.2.2. to law enforcement, government officials, fraud detection agencies or other third parties when we believe in good faith that the disclosure of personal information is necessary to prevent physical harm or financial loss, to report or support the investigation into suspected illegal activity, or to investigate violations of this Privacy Policy or our Terms and Conditions; and

6.1.2.3. to our service providers (under contract with us) who help with parts of our business operations (fraud prevention, marketing, technology services etc). However, our contracts dictate that these service providers may only use your information in connection with the services they perform for us and not for their own benefit.

6.2. We are entitled to use or disclose your personal information if such use or disclosure is required in order to comply with any applicable law, subpoena, order of court or legal process served on us, or to protect and defend our rights or property. In the event of a fraudulent online payment, Lilaq is entitled to disclose relevant personal information for criminal investigation purposes or in line with any other legal obligation for disclosure of the personal information which may be required of it.

6.3. We will ensure that all of our employees, Providers, affiliates and partners (including their employees and third party service providers) having access to your personal information are bound by appropriate and legally binding confidentiality obligations in relation to your personal information.

7. CHOICES AND ACCESS

- 7.1.** We give you choices regarding our use and disclosure of your personal information for marketing purposes.
- 7.2.** You may opt-out from receiving marketing-related emails from us based upon your personal information.

8. RATINGS AND REVIEWS

When you provide a rating or review of our Service, you consent to us using that rating or review as we deem fit, including without limitation on the Website and/or Application, in newsletters or other marketing material. The name that will appear next to that rating or review is your First Name, as you would have provided upon registration. If you do not agree to this, please do not put any ratings or reviews on the Website. We will not display your Last Name, nor any of your contact details, with a rating or review.

9. HOW WE HANDLE YOUR PERSONAL INFORMATION

- 9.1.** We will -
 - 9.1.1.** treat your personal information as strictly confidential, save where we are entitled to share it as set out in this Privacy Policy;
 - 9.1.2.** take appropriate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access, which measures include but are not limited to the use of Cloud based solutions, firewalls and cyber penetration testing;
 - 9.1.3.** provide you with access to your personal information to view and/or update personal details;
 - 9.1.4.** promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information;
 - 9.1.5.** provide you with reasonable evidence of our compliance with our obligations under this Privacy Policy on reasonable notice and request; and

12. CONTACT INFORMATION

For more information or to access, correct, amend, delete or update any personal information or to register a complaint or review our Website or Application, you may contact our Privacy Compliance Officer at the following email address: info@lilaq.co.za.

Last Revised:

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