

Privacy Notice

DOCTORS FOR LIFE INTERNATIONAL NPC

(Reg. No.: 2002/000258/08)

Before accessing or using our Site, please ensure that you have read and understood our collection, processing, storage, use and disclosure of your Personal Information as described in this Privacy Notice.

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1. What is this Privacy Notice about?

DOCTORS FOR LIFE INTERNATIONAL NPC, a public benefit organisation with registered office at 28 Hilton Avenue, Hilton, 3245 ("Data Controller", "DFL", "we", "our" and "us") respects your privacy and wants you to be familiar with how it collects, uses and discloses information directly or indirectly relating to you as an individual ("Personal Information"), and the rights that you have in this regard.

DFL is the Data Controller (within the meaning of the Protection of Personal Information Act 4 of 2013 (“POPIA”), responsible for the processing of your Personal Information described in the Privacy Notice.

This Privacy Notice also (the “Privacy Notice”) describes how the Data Controller processes your Personal Information collected in relation to website (our “Website”).

2. What Personal Information do we collect about you?

Through our digital platforms, either online or offline (DFL events), we collect and process Personal Information as follows:

When you submit Personal Information to us. We collect Personal Information about you when you actively provide it to us, such as when you submit a contact form.

When you use our Sites and/or partner Sites. We (and third-party partners on our behalf) collect non-Personal Information about you automatically as you use our Sites.

When you are on social media platforms. We may collect anonymous Information about you when you interact with us or post public content on social media platforms.

When you are offline: We collect your Personal Information when you are not using our Apps and/or Sites, for example when you participate in DFL events and/or affiliated events.

Personal Information we may (but not necessarily) collect and process about you

Contact and profile information (where applicable): Personal Information, such as your name, phone number, address, and e-mail address, ID/passport number, marital status, date of birth, gender, family information, citizenship, medical information, nationality, race, language, criminal records, images, opinions, financial information, guardians and their personal and contact information, when you register or otherwise communicate or interact with us.

Preferences and interests information: Preferences set for notifications, marketing communications and how our site is displayed.

Social media profile: When you interact with our Sites through various social media networks, such as YouTube or other platforms that permit users to interact with other users and share content publicly.

User Generated Content (UGC), comments, chat and opinions: When you contact us directly, e.g., by email, phone, mail, by completing an online form or by participating in an online chat, we will record your comments and opinions.

Information automatically collected

When you use our Sites, read our emails, or otherwise engage with us through a computer or mobile device, we and our third-party partners may automatically collect anonymous information about how you access and use our Sites and information about the device you use to access our Sites.

We use this information to enhance and personalise your user experience, to monitor and improve our Sites, and for other internal purposes.

We typically collect this information through a variety of tracking technologies, including cookies, web beacons, embedded scripts, region-identifying technologies, and similar technology (collectively, “tracking technologies”).

Tracking technologies will allow us to combat fraud, analyse and improve how our Sites perform, and fulfil other legitimate purposes.

You can accept and reject these technologies (except when necessary for the proper functioning of the Site) by adjusting your browser settings.

3. What Personal Information do we not collect about you?

We do **not** collect and process Personal Information (defined as “Sensitive Personal Information”) pertaining to:

- genetic or biometric data;
- trade union membership;
- political opinions;
- sexual life or orientation;

We ask that you do not send us or disclose any such Sensitive Personal Information through our Sites or otherwise to us.

4. Collection of information from minors - warning for parents

Persons under the age of 18 must not provide their Personal Information without the consent of parents, which may occur through the contact form provided on our Sites or otherwise.

Parents should also be aware that our Sites provide links to related pages on other Sites, for which Sites we do not control content or bear responsibility.

5. Your choices and control over your information

Modifying or deleting your information: If you have any questions about reviewing, modifying, or deleting your information, you can contact us directly as further detailed in Section 10 of this Privacy Notice. We may not be able to modify or delete your information in all circumstances.

How to control your email preferences: You can stop receiving promotional email communications from us by clicking on the “unsubscribe” link provided therein.

Cookies: Most browsers allow you to adjust your browser settings to:

- notify you when you receive a cookie, which lets you choose whether or not to accept it;
- disable existing cookies; or

- set your browser to automatically reject cookies.

Blocking or deleting cookies may negatively impact your experience using the Site, as some features on our Site may not work properly.

6. How do we use your Personal Information?

- a) To respond to your inquiries and requests:
 - To respond to your inquiries, complaints and suggestions regarding our Site, that you send us via Sites or other communication channels.
 - **Legal basis** for processing: our legitimate interests to handle, adequately and in a timely manner, customers' inquiries, complaints and suggestions regarding the Site.
- b) Compliance with our legal obligations:
 - To comply with our legal obligations, legal proceedings or government authorities' orders which can include orders from government authorities outside your country of residence, when we reasonably believe that we are legally required to do so and when disclosing your Personal Information is strictly necessary to comply with the said legal obligations, proceedings or government orders.
 - **Legal basis** for processing: compliance with our legal obligations.
- c) Lawful protection of our interests:
 - To lawfully enforce our terms and conditions, protect our operations or those of any of our affiliates, protect our rights, privacy, safety or property, and/or that of our affiliates, and allow us to pursue available legal remedies or limit the damages that we may sustain.
 - **Legal basis** for processing: our legitimate interest to lawfully protect our organisation.
- d) Fraud detection:
 - We process your profile information, information pertaining to your use of our Site and information about the device(s) you use to access and interact with our Site, to identify if any fraud occurs on our Site.
 - **Legal basis** for processing: our legitimate interests to protect our organisation against fraud.

7. To whom is your Personal Information disclosed?

We may share information in a variety of circumstances for the functioning of our Site, to respond to your requests, and to otherwise conduct our business. For example, we may share information with:

- any affiliates of Doctors for Life International and/or subsidiaries and its agents and employees
- service providers to provide you with the services and engagement offered via our Site.

8. What about transfers of Personal Information outside South Africa?

To achieve the purposes described in this Privacy Notice, we may transfer your Personal Information to countries that might not offer the same level of protection. Our data transfers to the countries that do not offer an adequate level of protection are subject to appropriate safeguards in accordance with the **POPIA**, including standards issued by the relevant authorities.

9. What about links to other websites, applications, platforms and the like?

When using the Site, you can come across links to other websites and platforms that are not provided by us but by other companies. We are not responsible for such websites and platforms, and this Privacy Notice does not apply to them. You should read the policies and rules that such companies have posted on their websites and platforms to understand how they protect your privacy.

10. What are your rights in relation to our processing of your Personal Information?

Your rights in relation to our processing of your Personal Information

With regard to our processing of your Personal Information described in this Privacy Notice, you may have the right under certain circumstances to:

- be provided with a copy of any Personal Information that we hold about you, and receive information about our processing of your Personal Information;
- require us to update or correct any inaccurate or incomplete Personal Information;

You may also have the right, in certain circumstances to:

- object to the processing of your Personal Information;
- require us to delete your Personal Information;
- restrict our processing of your Personal Information; and
- require us to transmit your Personal Information to you.

Contacting us to exercise your rights

If you wish to exercise any of your rights, you can contact us using one of the options below:

Use the contact form (where available) on our Site.

Send an email: finance@dfli.org.za

Call us by phone: +27 (0) 32 481 5550

Write to the postal address: Doctors for Life International NPC, PO Box 6613, Zimbali, 4418

Please specify clearly which information you would like us to provide you with, review, amend, stop processing, or delete by using the formal avenue as provided for in the PAIA Manual (available on this Site).

You can also contact us if you have any questions or queries about the processing of your Personal Information, using the contact options above.

Right to lodge a complaint to the competent data protection authority

You have a right to lodge a complaint with the relevant supervisory authority if you are of the opinion that any of your Personal Information is processed in a manner constituting an infringement of the **POPIA**.

11. How long do we keep your Personal Information?

We intend to keep your Personal Information accurate and up to date. We will delete the Personal Information that we hold about you when we no longer need it, provided that no legal retention requirements exist.

12. How do we protect your Personal Information?

The security of your information is very important to us, and we have put in place safeguards to preserve the integrity and security of information we collect and that we share with our Site providers.

However, no security system is impenetrable, and we cannot guarantee the security of our systems 100%. If any information under our control is compromised as a result of a breach of security, we will take reasonable steps to investigate the situation and, where appropriate, notify those individuals whose information may have been compromised and take other steps, in accordance with any applicable laws and regulations.

13. Applicable laws

This Privacy Notice is governed by and shall be construed in accordance with the POPIA and any other mandatory provisions of applicable laws in South Africa.

14. Updates to this Privacy Notice

You can find out when this Privacy Notice was last amended by checking "LAST REVISED" at the top of this Privacy Notice.

If you object to any changes, you may close your account (where applicable). Continuing to use our Site after we publish changes to this Privacy Notice means that you have read and understood the changes.

You can print, download or otherwise retain a copy of this Privacy Notice (and of any revised version) for your records.