

# Membership Application version of IC

## Protection of your Personal and Health Information

1. This section explains how Fedhealth collects, uses, shares and processes your personal information that you give to Fedhealth, and this information may include your health and benefit information (“Personal Information”), in terms of the Protection of Personal Information Act, 4 of 2013 (“POPI”).
2. It is important that you read and understand the terms of this section carefully before accepting these terms and conditions. The acceptance of these terms and conditions is voluntary, but in order to activate your Fedhealth membership, these terms and conditions must be accepted by yourself and your dependants. If you do not accept these terms and conditions, we will not be able to provide you with the full range of our medical scheme services.
3. It is also important to note that when you accept these terms and conditions, you provide Fedhealth with your consent and the consent of your dependants, registered on your membership, to activate your personal health record and enrol you on any managed healthcare programs for you and your dependants’ healthcare benefit.

### Terms and Conditions:

4. Fedhealth collects, uses, processes, retains and shares you and your dependants’ Personal Information for the purpose of providing medical scheme benefits and managed healthcare services to you and your dependants. This includes collecting and sharing you and your dependants’ Personal Information with our third party healthcare partners, facilities and associated partners of Fedhealth, who are essential to the membership process.
5. The Personal Information of you and your dependants may also be shared with emergency service providers, including hospital facilities, in medical emergency situations where the lack of immediate medical treatment may result in serious bodily impairment, dysfunction or death.



6. Fedhealth, its administrator and its managed care organisation will keep all Personal Information of you and your dependants given to us in this application or collected from other sources, confidential, and will only provide the Personal Information to additional third parties not involved in the administration of your membership of healthcare needs, with your consent.
7. You confirm that when you provide us with your Personal Information and that of your dependants, you have the appropriate permission to disclose their Personal Information to us for the purposes of receiving medical scheme benefits and related services. In the event of you providing Personal Information and consent on behalf of a minor dependant person younger than 18 years old) or adult dependant unable to provide their own consent, or any person registered as a dependant on your membership, you confirm that you are authorised to do so on their behalf.
8. You agree to us processing (which shall include collecting, collating, processing, storing and disclosing and retaining you and your dependants' Personal Information) Personal Information:
  - 8.1 for the administration of your benefit option;
  - 8.2 for providing managed healthcare services to you or any dependant/s based on your benefit option;
  - 8.3 for providing relevant information to a contracted third party who requires this information to provide a healthcare service to you or any dependant/s on your benefit option;
  - 8.4 for academic research conducted by Fedhealth, contracted third parties of Fedhealth, its marketing agents, affiliates and partners.
  - 8.5 for any managed healthcare programme or initiative that will benefit you or your dependants in managing any healthcare condition and optimising your medical scheme benefits.
  - 8.6 to activate your personal health record and prepopulate your personal health record with your health and personal information, from the previous 12 months.
9. You acknowledge that your Personal Information may be stored in a secure web-based facility, where we endeavour to ensure that your Personal Information is kept confidential at all times.
10. You acknowledge that you have the right to contact Fedhealth at any time to update, correct or delete your Personal Information. You and your dependants can update or correct your Information at any time by logging on to the Fedhealth Member Zone.
11. You have the right to object to the processing of your Personal Information at any time and revoke any consent you have given for yourself or your dependants. Please contact Fedhealth to do so.
12. You have the right to request a copy of your Personal Information we hold. Please contact us to find out how do request your Personal Information.
13. Please note that these terms and conditions may be changed from time to time, please check the Fedhealth website for an updated version;
14. Should you believe that we have used your Personal Information in a way that is against POPI or without your consent, please contact us immediately to resolve the problem.
15. The terms and conditions applicable to the personal health record can be found on our website at [www. ....](#), and it is your responsibility to ensure you have read and understood the terms and conditions.

