

Public Privacy Statement

1. Who we are

- 1.1 We are Valomate Solutions (Pty) Ltd, registration number 2025/408783/07, of 613 Andries Strydom Street, Constantia Park, Pretoria, 0181. We fund, administer and collect medical claims against the Road Accident Fund and the Compensation Fund on behalf of hospitals, emergency medical services and specialists. We place road accident patients in private hospitals and manage the care of patients who hold an RAF Undertaking. We register employers with the Compensation Fund and administer their COID claims, and we administer COID awards on the instruction of attorneys.
- 1.2 To do this we process personal information, including the health information and identity numbers of injured patients. We are the responsible party for that information under the Protection of Personal Information Act 4 of 2013 (POPIA), and we are registered with the Information Regulator.
- 1.3 This Statement tells you what information we collect, why, who we share it with, how long we keep it, and what your rights are. Our full Privacy Policy is available from our Information Officer on request.

2. Scope

- 2.1 This Statement covers every person whose personal information we process in the course of our services: patients and their families, staff of the hospitals, emergency services and specialists we work with, employers, attorneys, referrers, suppliers and people who contact us through our website. The personal information of our employees and job applicants is covered by our Employee Data Privacy Policy.

3. Definitions

In this document:

- (a) Clause headings are for convenience and do not affect interpretation.
- (b) A reference to one gender includes the other genders. A reference to a natural person includes a juristic person where the context allows.
- (c) Annexures form part of this document.
- (d) Words defined in POPIA carry the same meaning here. The following words have the meanings given below.

Child means a natural person under the age of 18 years.

COIDA means the Compensation for Occupational Injuries and Diseases Act 130 of 1993. **COID** refers to a claim or process under COIDA. The **Compensation Fund** is the fund established under COIDA.

Competent Person means a person legally competent to consent to an action or decision on behalf of a Child, such as a parent or legal guardian.

Consent means a voluntary, specific and informed expression of will by which a Data Subject permits the Processing of their Personal Information.

Data Subject means the person to whom Personal Information relates.

De-identify means to delete information that identifies a Data Subject, that can be used or manipulated by a reasonably foreseeable method to identify the Data Subject, or that can be linked by a reasonably foreseeable method to other information that identifies the Data Subject.

Information Officer means the person designated under section 55 of POPIA and section 17 of PAIA and registered with the Information Regulator. The Information Officer's details appear at the end of this document.

Information Regulator or **Regulator** means the Information Regulator established under section 39 of POPIA.

Matter means a single patient placement, claim, recovery or registration that we fund, administer or collect, and the file of records that belongs to it.

Medical Service Provider or **MSP** means an emergency medical services provider, private hospital, medical specialist or other health practitioner or health establishment that treats a patient and whose claim we fund, administer or collect.

Operator means a person who Processes Personal Information for us under a contract or mandate, without coming under our direct authority.

PAIA means the Promotion of Access to Information Act 2 of 2000.

Personal Information means information relating to an identifiable, living, natural person and, where applicable, an identifiable, existing juristic person. It includes information about race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth; information about education, medical, financial, criminal or employment history; any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assigned to the person; biometric information; personal opinions, views or preferences; private or confidential correspondence; the views or opinions of another person about the person; and the person's name where it appears with other Personal Information or where disclosure of the name itself would reveal information about the person.

POPIA means the Protection of Personal Information Act 4 of 2013 and its Regulations.

Processing means any operation or activity, whether automated or not, concerning Personal Information, including collection, receipt, recording, organisation, collation, storage, updating, modification, retrieval, alteration, consultation, use, dissemination by transmission, distribution or making available in any other form, merging, linking, restriction, degradation, erasure or destruction.

RAF means the Road Accident Fund established under the Road Accident Fund Act 56 of 1996. An **Undertaking** is a certificate issued by the RAF under section 17(4)(a) of that Act by which the RAF undertakes to pay the future medical costs of an injured person.

Record means any recorded information, regardless of form or medium, in our possession or under our control, whether or not we created it and regardless of when it came into existence.

Responsible Party means a public or private body or any other person that, alone or together with others, determines the purpose of and means for Processing Personal Information. We are the Responsible Party for the Personal Information described in this document.

Security Compromise means any event in which there are reasonable grounds to believe that Personal Information has been accessed or acquired by an unauthorised person.

Special Personal Information means Personal Information concerning a person's religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life, biometric information, or criminal behaviour.

VCM means the Valomate Claims Manager, the claims administration platform that we own and host on our own hardware.

Valomate, we, us and our mean Valomate Solutions (Pty) Ltd, registration number 2025/408783/07.

4. Your rights

Every Data Subject has the following rights under POPIA, and we give effect to each of them:

- (a) to be notified that Personal Information about them is being collected, and that their Personal Information has been accessed or acquired by an unauthorised person (sections 18 and 22);
- (b) to establish whether we hold Personal Information about them and to request access to it (section 23);
- (c) to request the correction, destruction or deletion of Personal Information (section 24);
- (d) to object, on reasonable grounds relating to their particular situation, to the Processing of their Personal Information (section 11(3));
- (e) to object to Processing for purposes of direct marketing (section 11(3)(b) and section 69);
- (f) not to be subject to a decision based solely on automated Processing that has legal consequences for them (section 71);
- (g) to submit a complaint to the Information Regulator (section 74); and
- (h) to institute civil proceedings regarding an interference with the protection of their Personal Information (section 99).

The procedure and forms for exercising these rights are set out in our Data Subject Request Procedure.

5. What we collect, and why

5.1 Patients

5.1.1 If you are a road accident patient, an Undertaking holder or an injured employee whose claim we administer, we process your name, identity or passport number, date of birth, gender, nationality and contact details; the details of your accident or injury; your admission details; and the health information the RAF, the Compensation Fund or your treating provider requires for the claim, such as your injuries, treatment, procedures, length of stay and medical reports. Where the RAF or Compensation Fund claim form requires it, we record your race for that purpose only.

5.1.2 We use this information to fund and arrange your private hospital treatment, to submit and collect the provider's claim against the RAF or the Compensation Fund, to manage the care and claims under your Undertaking, to administer your COID claim or award, to verify your identity, and to answer your questions and those of your family, your treating providers, your attorney, the RAF and the Compensation Fund.

5.1.3 Your health information is special personal information. We process it with your consent or the consent of the person legally competent to consent for you, and because the processing is necessary to establish and exercise the claim in law (sections 27(1)(a) and (b), and section 35 where you are a child).

5.1.4 Most of your information reaches us from the hospital or emergency service that treats you, from your attorney, from your employer, or from the RAF or the Compensation Fund. Where we cannot tell you at the time of collection, for example because you are unconscious, we tell you or your family as soon as we can.

5.2 Hospitals, emergency services, specialists, employers, attorneys and referrers

5.2.1 We process the entity details, practice or registration numbers, the names and contact details of your staff, your instructions, your claim documents, your invoices and your bank details, in order to contract with you, fund and collect your claims, carry out your instructions, pay you and invoice you.

5.3 Website enquiries

5.3.1 When you send an enquiry through valomatesolutions.co.za we ask only for your name, contact details, the audience you belong to and a short description of what you need. We do not ask for health information on the website. We use your enquiry only to respond to it. If it leads to a service, it joins the file for that matter. If it does not, we delete it 12 months after our last contact with you.

5.4 What we do not do

5.4.1 We do not sell personal information. We do not use it for direct marketing. We do not make decisions about you by automated means alone.

6. Who we share your information with

- 6.1 We share a patient's information, including health information, only with the parties to the matter: the RAF or the Compensation Fund; the hospital, emergency service and specialists treating the patient; the patient's attorney, where one is instructed; and, in a COVID matter, the employer to the extent the claim requires.
- 6.2 We disclose information to anyone else only with your consent, where the law or a court requires it, or where it is necessary to establish, exercise or defend a right in law.
- 6.3 Service providers that process information for us are Microsoft (email and file storage), Van Zyl Consulting (Pty) Ltd (IT support) and HiRayden (audit and independent review). Each is bound by a written contract to keep the information confidential and secure and to process it only on our instructions.
- 6.4 Our claims platform and its data are hosted in South Africa. Our Microsoft email and file storage are held in Microsoft's South African data centres under Microsoft's data protection terms. We do not transfer personal information outside South Africa.

7. How we keep your information secure

- 7.1 We keep personal information in our own claims platform, in Microsoft 365, and on encrypted company laptops. Access is limited to the people who need the information for

your matter. Every account is protected by a password and multi-factor authentication. Our premises are inside a gated estate with 24-hour security. We hold no paper records.

- 7.2 If we have reasonable grounds to believe that your personal information has been accessed or acquired by an unauthorised person, we notify the Information Regulator and we notify you as soon as reasonably possible, and we tell you what happened, what the likely consequences are, what we are doing about it, and what you can do to protect yourself.

8. How long we keep your information

- 8.1 We keep the records of a matter, including health information, for seven years after the matter is closed, or, where the patient was a child, until the later of that date and the patient's 21st birthday. Website enquiries that do not lead to a service are deleted 12 months after our last contact. Email is purged after 180 days; records we must keep are moved to the matter file before then. Our Record Retention Schedule sets out every other period. At the end of the period we destroy the information or de-identify it so that it cannot be reconstructed.

9. How to exercise your rights

- 9.1 To find out what we hold about you, to correct or delete it, to object to processing or to withdraw consent, contact our Information Officer. Our Data Subject Request Procedure and the forms are available on request and on our website. We respond within 30 days.

10. Details of the Information Officer

Information Officer

Name: Bianca van Zyl

Telephone: 012 012 5746

Email: popia@valomatesolutions.co.za

Physical and postal address: 613 Andries Strydom Street, Constantia Park, Pretoria, 0181

We have not designated a Deputy Information Officer. The directors act in the absence of the Information Officer.

11. Recourse

Enquiries, requests and complaints about this document or about the Processing of Personal Information go to the Information Officer at popia@valomatesolutions.co.za. Our Complaints Policy and Procedure describes how we handle a complaint. A Data Subject who is not satisfied with our response may complain to the Information Regulator.

Information Regulator (South Africa)

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

PO Box 31533, Braamfontein, Johannesburg, 2017

Telephone: 010 023 5200

POPIA complaints: POPIAComplaints@inforegulator.org.za



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PAIA complaints: PAIAComplaints@inforegulator.org.za

General enquiries: enquiries@inforegulator.org.za

Website: www.inforegulator.org.za

Version control

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