



BIOCLIN™
SOLUTIONS

Sales and Service of Medical Equipment

**BioClin Solutions is a Level 1 AAA+
BEE Contributor**

Head-Office

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NATIONAL CALL CENTRE

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POPIA / PROCESSING OF YOUR PERSONAL INFORMATION

1 July 2021

Dear Client

The management and employees of Bioclin Solutions place a premium on the protection of information of all stakeholders in our business. We hence fully subscribe to the prescriptions of the Protection of Personal Information Act (hereafter referred to POPIA or 'the Act').

The purpose of this communication to you is to firstly make you aware of the fact that we carry your information

on our records, and also to convey the reason/s why we need your information.

In terms of the POPIA we are the 'Responsible Party', and our staff members are the 'Operators' that 'Process' your information. According to the POPIA, we have legitimate reason to have your information on our records and to process such information, with due acknowledgement of your rights as 'Data Subject', provided for in the act.

Bioclin Solutions needs your information to perform our basic business activities that allow us the opportunity to run a commercial establishment. We assure you that we only carry the absolute necessary information to allow us to comply with generally accepted business practices and legislation applicable to our industry. Depending on the product or service provided by us, we might need to share essential information with our suppliers and service providers. No unnecessary information will ever be shared in these circumstances.

It is expected of us to make sure that the information that we carry, is updated, still needed and relevant. In order to fulfil this requirement of the Act, we are dependent on you to inform us of any change in such information. We would therefore appreciate if you will notify us of any changes in your information by sending us an email with your updated details: vanetia@bioclin.co.za

The POPIA pertinently grants you as the 'Data Subject' some rights, which include:

- The right to be notified that we are in possession of your information, which this letter is addressing.
- The right to be notified when your information held by us, has been accessed by an unauthorised person or entity.
- The right to request that your information be corrected, which we facilitate with this communication, and we trust that you will notify us of any future changes.
- The right to request us to delete information that we no longer require or information that become inaccurate.
- Although you have the right to object to us processing your information, this might have negative implications on our service delivery ability.

We can assure you that your information on our records, will only be used (in addition to any requirement by law or government) for invoicing, accounting and sales analysis. We will never share your information with any person or institution for purposes of direct or indirect marketing. Bioclin Solutions may in future use your contact information solely for communicating directly with you insofar the marketing of products, with due acknowledgement of the fact that you have the right to 'opt out' of such communication.

Should you wish to communicate with us in regard to the matter at hand, or should you wish to inform us of any changes in your information, please do so by sending an e-mail to vanetia@bioclin.co.za

Best regards,

I Adam