



PRIVACY STATEMENT

POPIA (PROTECTION OF PERSONAL INFORMATION ACT)

Health Staff is committed to protecting the User's privacy. This privacy statement explains the manner in which Health Staff shall collect, use, maintain and discloses candidate information as well as what the User's access rights to the information and/or data are.

What is the POPI Act

POPI Act is an acronym for the South African Protection of Personal Information Act, No. 4 of 2013. We respect your right to privacy and therefore aim to ensure that we comply with the legal requirement of the POPI Act which regulates the manner in which we collect, process, store, share and destroy any personal information which you have provided to us.

What information will we collect:

1. Identity Document, Passport, Permits and Visas, Marriage Certificate/Name Change document (where applicable);
2. Bank account details and SARS tax number;
3. Physical home address, telephone numbers, email address, emergency contact names and telephone numbers;
4. Professional Qualifications;
5. Career details (CV and courses);
6. Professional Council registration details;
7. Police Clearance Certificate and/or MIE criminal record check and declaration of a criminal offence (if applicable);
8. RWOEE document - Declaration of Remunerative Work Outside the Employees Employment (if applicable);
9. Hepatitis B vaccination confirmation (if working in clinical areas).

Why do we collect Personal Information?

We collect personal information in order to liaise with you telephonically, via our website or email so that we may:

1. Respond to any query or comment received from you;
2. Inform you of new temporary assignments, products or services;
3. Enable us to process, validate and verify information and requests for facilitation of your services;
4. For the purposes for which you specifically provided the information;
5. Inform you of any Health Staff locum assignment related products; and
6. Generally to improve your experience on our website.

Minors

If you are under 18 years of age (minor), we will require the consent of your parent / guardian / competent person before we process such personal information.

Processing of Information

We will share your personal information:

1. In order to comply with applicable law or with legal process served on our company;
2. In order to protect and defend the rights or property of our company; and
3. With our clients and/or third parties who assist us in providing agency services to you and thus require your personal information in order to render a proper and efficient service. We will ensure that all such clients and third party service providers, having access to your personal information, are bound by confidentiality agreements.

4. With our clients in order for them to contact you for emergency locum callouts.

Background Information that may be collected

The following types of information are collected in the background through your use of the website:

- System data relating to your device or Internet connection, such as the User's device's operating system, browser or IP address;
- Usage data regarding the User's use of the website; and
- Analytics data in aggregate and anonymous format via third party tracking services such as Google Analytics.

Using data for research and benchmark purposes

You hereby provide consent for their de-identified User and System data to be used for research relating to purchases of the Health Staff products. In addition, you also consent to the use of aggregate User and System data for statistical and benchmark purposes.

Cookies policy

Health Staff's website may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. A cookie is a small text file stored by your browser (for instance, Internet Explorer or Chrome) on the User's computer or mobile device. Health Staff uses cookies to authenticate returning customers and to prevent fraudulent use of User accounts. Cookies can be disabled in the browser settings, but if you disable them, they will not be able to log into the Health Staff website or some parts of the website may not function properly

Links to other websites

Users may find advertising or other content on the website that link to the sites and services of the Health Staff partners, suppliers, advertisers, sponsors, licensors and other third parties. Health Staff does not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from the website. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to the website, is subject to that website's own terms and policies.

Retention periods for personal information gathered

Personal Information collected by Health Staff will be retained as per the relevant retention periods prescribe in South African legislation. Should no periods of retention be addressed in legislation, Health Staff will retain Personal Information as long as it needs to conduct the services.

Legal Disclosures

Health Staff may need to share your information when Health Staff believe it is required by law, legal process or to help protect the rights and safety of you, us, or others. We attempt to notify members about legal demands for their data when appropriate in our judgment unless prohibited by law or court order or when the request is an emergency. We may dispute such demands when we believe, at our discretion, that the requests are overbroad, vague, or lack proper authority, but we do not promise to challenge every demand.

YOUR RIGHTS AND OBLIGATIONS:

Health Staff keep most of your personal information while we still have a purpose, we need to provide you with services or where we are legally obligated to do so.

We will also keep your information where you have agreed for us to do so, or have given your consent that we are allowed to do so. We keep some of your information even after our business relationship has terminated, if it is reasonably necessary to comply with our legal obligations, meet regulatory requirements, resolve disputes, maintain security, prevent fraud and abuse, enforce our other user agreements, or fulfil your request to object to our processing of your information.

You have rights in connection with your personal information. You have many choices about how your information is collected, used, and shared.

Security Measures

We will:

1. Treat your personal information as strictly confidential;
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;
3. Promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information;
4. Provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable request; and

5. We will not retain your personal information longer than the period for which it was originally required, unless we are required by law to do so, or you consent to us retaining such information for a longer period. Due to the nature of a candidate's work as a Medical Professional, it is imperative that the personal information processed by the candidate at the facilities, whereby the candidate works their locum shift assignment, should be kept confidential and subject to the provisions of the POPI Act; and that any candidate hereby indemnifies Health Staff against any and all claims in any form for breach of POPI Act, as Health Staff is not the responsible party of any patient's personal information.

Personal Information processed by us will not be routed/transferred to a third Country or International organization.

ALTHOUGH WE TAKE THE AFOREMENTIONED PRECAUTIONS IN PROTECTING YOUR PERSONAL INFORMATION, WE SHALL HOWEVER NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION IF BEYOND OUR REASONABLE CONTROL.

Your rights

You have the right at any time to:

1. Rectify the Personal Information collected by us;
2. Object to the processing of Personal Information (subject to legislation);
3. Request the return or destruction of Personal Information (subject to legislation);
4. Lodge a complaint with the company.

Should you wish to exercise any of the above rights, please send an email to popia@healthstaff.co.za with instructions to do so.

Any additional POPI Act related enquiries must be addressed to the information officer: Vicki Brewer, who can be contacted via email at vicki@healthstaff.co.za or via telephone on (021) 913 9761 or 061 149 9761.

You may also lodge a complaint with the Information Regulator if you are unhappy with how we have used your information.

Their contact details are as follows:
The Information Regulator (South Africa)
Woodmead North Office Park,
54 Maxwell Drive,
Woodmead, Johannesburg

Complaints email: complaints.IR@justice.gov.za

Breaches of Personal Information

Should Health Staff become aware of any breaches or leaks of personal information and Health Staff become aware of such breaches, we shall immediately report same to the Information Regulator and inform the effected data subjects affected.