



June 2021

Dear Member

UPDATING YOUR PERSONAL INFORMATION

In light of the Protection of Personal Information Act, 2013 (POPIA) regulations that came into effect on 1 July 2021, we would like to assure you that protecting your personal information is our top priority. The Fishing Industry Medical Scheme and our Administrator, Momentum Health Solutions, adhere to the highest standards in terms of safeguarding the personal data of our members. Only relevant personal information is collected for our operational and service processes, so that we can provide you with excellent customer service.

Updating and verifying your dependants' contact details

The Act empowers you to request that the Scheme and its Administrator, where necessary, correct or delete your personal information that is inaccurate, irrelevant, excessive, outdated, incomplete, misleading, or unlawfully obtained. It is important that we have the latest contact details on record for you and especially any of your adult dependants (by law, any person aged 18 and older is regarded as an adult). This privacy law entitles your adult dependant(s) to confidentiality of their Scheme membership information.

You may use any of the following channels to verify your dependants' contact details:

- Visit the Scheme's website (www.fishmed.co.za) and log into your online membership profile.
- Contact Client Services on 0860 104 121 or by email at enquiries@fishmed.co.za.
- Complete the Scheme's dependant over 18 form available on the Scheme's website.

If we do not receive your adult dependants' contact details, we will accept that you wish to continue to receive all information relating to your adult dependants on their behalf, that you have obtained their consent to do so and that you indemnify us against any claims by your adult dependants for any alleged breach of confidentiality.

If you have already provided us with your adult dependant's contact details from previous engagements, you may ignore this request.

Your privacy is important to us

The purpose of POPIA is to protect your right to privacy and to regulate how personal information is processed. We will not sell, rent or provide any of your personal information to unauthorised entities or other third parties for their independent use without your consent.



Consent to process your personal information

Personal information refers to any information that identifies you or specifically relates to you. We will only process your personal information for lawful purposes relating to your membership if the following circumstances apply:

- You have consented to it.
- A person legally authorised by you, the law or a court, has consented to it.
- It is necessary to conclude or an action under the membership contract we have with you.
- The law requires or permits it.
- It is required to protect or pursue your, our, or a third party's legitimate interest.
- You are a child, and a competent person (such as a parent or guardian) has consented to it on your behalf.

You may withdraw your consent to have your personal information processed at any time, provided that the lawfulness of the processing of your personal information before withdrawal will not be affected. It is important to note that should you choose to withdraw your consent for us to process your personal information, this would limit the Scheme's ability to optimally manage your membership.

Additional security measures to safeguard your personal data

We have enhanced our processes to include password encryption on all documents with personally identifiable information sent to you via email. To view these documents, you will need to enter a password (your membership number, unless otherwise specified). This ensures that your personal information is secure, in line with POPIA regulations.

We encourage you to review our Scheme's [privacy policy](http://www.fishmed.co.za), which is available at www.fishmed.co.za.

Should you have any questions, please feel free to contact us on 0860 104 121 or by email at enquiries@fishmed.co.za.

Kind regards

Fishing Industry Medical Scheme

