



# Privacy Policy

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## **1. Introduction**

Section 18 of the Protection of Personal Information Act states that if personal information is collected, the responsible party must take reasonable practicable steps to ensure that the data subject is aware of:

- the information being collected;
- the purpose for which the information is being collected;
- and any particular law authorizing or requiring the collection of the information.

## **2. Policy statement**

City Medical Wholesalers (Pty) (Ltd) respects the right to privacy and confidentiality of all our existing and potential customers and suppliers' information. We are strongly committed to protecting your privacy and to ensure all personal information collected is used lawfully and transparently, and for the purpose for which it was collected.

## **3. Purpose of the policy**

This policy explains the types of information we collect and how we deal with your personal information. It further explains your rights, as more fully set out in the Protection of Personal Information Act (POPIA).

## **4. What is personal information**

POPIA describes personal information as information relating to an identifiable, living, natural person, and where it is applicable, an identifiable existing juristic person.

## **5. About our company**

City Medical Wholesalers (Pty) Ltd and its group of companies are a pharmaceutical Wholesaler who are dedicated to improving patient's lives



through its quality and affordable life-saving medicines, through excellent service delivery and striving towards better health for all South Africans.

## **6. How we collect information**

We collect and process personal information about you and any other persons whose details you provide us with in accordance with the relevant laws either:

- Directly from you through a customer or vendor application, either electronically, via our website, or by way of a hard copy.
- Indirectly from you when you interact with us electronically via our website or social media platforms (please refer to our cookie website for further information).

## **7. Types of information we collect**

The types of information we collect from customers or suppliers, or any individuals will depend on the purpose for which that information is collected and used. Personal information collected by City Medical Wholesalers can include but is not limited to the following:

- Data Subjects name or company name
- Contact details
- Identity Number
- Company registration number
- Vat number
- Banking details
- Delivery address
- Postal details
- Any compulsory documents required by law and SAPHRA for the sale of pharmaceutical products.



## **8. Use and sharing of personal information**

City Medical Wholesalers may use or share the personal information of a data subject internally or with third parties for the following purposes:

- To provide customers with marketing communication through our various communication platforms.
- To ensure the operations of City Medical Wholesalers continue in compliance with applicable laws and regulations.
- Screening of customers and visitors through CCTV footage and attendance registers as well as scanning of personal Identity cards and vehicle registrations.
- Complying with demands or requests made by regulators, Government courts and law enforcement authorities.
- For internal purposes such as auditing and data analysis to help improve our operations and service delivery levels.
- To provide sales data such as details and quantities of products sold by customer to data mining organizations on behalf of Manufacturers. This data is used for analytical purposes and may include the name and contact details of customers.
- To conduct credit reference checks or regulatory and statutory verification.
- To detect and prevent fraud, crime or any other malpractice.
- For debt tracing and debt recovery.
- To maintain our relationship with you.

## **9. Security and storage of information**

City Medical Wholesalers undertakes to provide protection for the personal information we hold and to prevent unauthorized access to your personal information. We have implemented appropriate technical and internal security control measures to keep your information secure.

Where third parties are required to process your personal information as set out in point 8 above, we ensure that they are contractually bound to apply the appropriate security practices.

We will continue to review our security controls and policies to ensure your personal information is secure.



## **10. Rights of access to your personal information**

You have the right to request a copy of the personal information we have on record for you. You may contact our Information Officer at:

[sumeet@citymedical.co.za](mailto:sumeet@citymedical.co.za)

All requests may be subject to legally allowable fees.

## **11. Retention of personal information**

City Medical Wholesalers retains personal information for longer periods for historical and statistical purposes. Appropriate safeguards and internal controls are in place to ensure the safeguard against your personal information being used for any other purposes.