

Effective Date: 11/08/2025

MediBue (Pty) Ltd ("*MediBue*", "*we*", "*us*", or "*our*") is committed to protecting the privacy, confidentiality, and security of the personal information entrusted to us. This Privacy Policy explains how we collect, use, store, and protect your personal information in compliance with the **Protection of Personal Information Act, 4 of 2013 ("POPIA")** and other applicable laws.

1. WHO WE ARE

MediBue (Pty) Ltd is a South African medical bureau that provides administrative, billing, compliance, and support services to healthcare professionals and practices.

2. WHAT INFORMATION WE COLLECT

We may collect the following categories of personal information:

From medical practitioners (clients):

- Name, contact details, practice number, HPCSA registration details.
- Business address and banking information.
- Signed contracts, billing instructions, and reporting preferences.

From patients (on behalf of practitioners):

- Full name, ID number or passport number.
 - Contact information (address, phone, email).
 - Medical aid details and membership number.
 - Diagnosis and treatment codes (ICD-10, CPT).
 - Account statements and payment history.
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3. HOW WE COLLECT YOUR INFORMATION

We collect personal information:

- Directly from you or your authorised representative.
 - From medical practitioners who use our services.
 - From medical aids, health insurers, or other healthcare service providers.
 - Via email, phone calls, secure online portals, and in-person meetings.
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4. WHY WE PROCESS YOUR INFORMATION

We process personal information for:

- **Billing and Claims Management** – submitting, processing, and following up on medical claims.
 - **Practice Administration** – appointment scheduling, patient records, and correspondence.
 - **Regulatory Compliance** – adhering to POPIA, HPCSA rules, and medical aid requirements.
 - **Reporting** – providing accurate reports to practitioners.
 - **Debt Recovery** – contacting patients about outstanding accounts.
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5. LAWFUL BASIS FOR PROCESSING

We process personal information based on:

- Your consent.
 - Performance of a contract.
 - Compliance with legal obligations.
 - Legitimate business interests necessary for providing our services.
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6. HOW WE PROTECT YOUR INFORMATION

We use administrative, technical, and physical safeguards to protect personal data, including:

- Encrypted digital storage and secure backups.
 - Restricted staff access on a need-to-know basis.
 - Confidentiality agreements with all employees and subcontractors.
 - Secure transmission methods (SSL, password-protected files).
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7. SHARING OF INFORMATION

We may share personal information only when necessary and lawful:

- With medical aids, health insurers, and other authorised healthcare providers.
 - With legal advisors, auditors, and regulators when required.
 - With debt collection agencies for outstanding accounts (as per contract).
- We will **never** sell or rent your personal information to third parties.
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8. CROSS-BORDER TRANSFERS

Where necessary, personal information may be transferred outside South Africa for claims processing or storage. In such cases, we ensure appropriate safeguards are in place.

9. RETENTION OF INFORMATION

We retain personal information only for as long as necessary to:

- Fulfil the purposes described above.
 - Comply with legal, tax, and regulatory obligations.
 - Resolve disputes and enforce agreements.
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10. YOUR RIGHTS UNDER POPIA

You have the right to:

- Access and request a copy of your personal information.
 - Request correction, deletion, or restriction of processing.
 - Withdraw consent (where processing is based on consent).
 - Lodge a complaint with the **Information Regulator** at infoereg@justice.gov.za.
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11. HOW TO CONTACT US

If you have questions or wish to exercise your rights, contact:

Information Officer: Bronwyn Smith

MediBue (Pty) Ltd

Address: <https://medibue.co.za>

Email: success@medibue.co.za

Tel: 083 369 2215

Last Updated: 11/08/2025