

JOINTCARE PROPRIETARY LIMITED

PRIVACY POLICY

This privacy policy ("**Privacy Policy**") applies to how we collect, use and Process your Personal Information (described below) when you use any of our services ("**Services**") (defined below) or visiting our website at <https://joint-care.co.za> (the "**Website**"). Please read this Privacy Policy carefully.

All of the provisions of this Privacy Policy are important, but please pay special attention to the parts that are in bold writing. These parts contain information about provisions that have special consequences for you. These parts are only intended to bring such provisions to your attention, and, where necessary, to explain their fact, nature and effect. Where explanations are given, they may be contained in a box. Such boxed explanations are aids to understanding only and are not provisions themselves. They do not limit the meaning or application of the provisions, and do not apply only to the situations and examples described in the boxes or only to similar situations or examples.

1. SCOPE OF THE PRIVACY POLICY

1.1 Introduction and scope

- 1.1.1 JointCare Proprietary Limited, a private company incorporated under and governed by the laws of South Africa, registration number 2023/830632/07, whose principal place of business is at 11 Polo Crescent, Woodmead, Johannesburg, Gauteng, 2191 ("**JointCare**" or "**we**" or "**us**" or "**our**").
- 1.1.2 We are committed to protecting and respecting your privacy. We strive to ensure that our use of Personal Information of a data subject (a person to whom Personal Information relates) is lawful, reasonable, and relevant to our business activities, with the ultimate goal of improving our Services and your experience.
- 1.1.3 This Privacy Policy describes how we will treat your Personal Information whether provided by you to us, or collected by us, when you use our Website and/or our Services.
- 1.1.4 This Privacy Policy must be read together with any other documents or agreements that describe the manner in which we, in specific circumstances, collect or Process Personal Information about you. This will enable you to understand the manner in which JointCare will Process your Personal Information. This Privacy Policy supplements such other documents and

agreements but does not supersede them and in the event of any conflict, ambiguity or inconsistency between this Privacy Policy and such other documents and agreements, the terms of the particular document or agreement will prevail.

- 1.1.5 By using JointCare's Services, engaging with us and sharing your Personal Information with us, you agree to the collection and use of information in accordance with this Privacy Policy.

1.2 **Your consent to the Processing of your Personal Information**

- 1.2.1 **By agreeing to this Privacy Policy, you provide us with your express consent** and agreement that we may collect, acquire, receive, record, organise, collate, store, update, change, retrieve, read, process, analyse, use and share your Personal Information in the manner set out in this Privacy Policy. When we do one or more of these actions with your Personal Information, we are "**Processing**" your Personal Information (and "**Process**" has a corresponding meaning).

- 1.2.2 **If you do not agree with this Privacy Policy or are concerned about any aspect as it relates to your Personal Information, please do not continue to use our Website or Services.**

In the paragraph above you expressly give your permission to us to Process your Personal Information in the manner and for the purposes set out in this Privacy Policy. By doing this, you know and accept that you are giving up certain parts of your right to privacy.

1.3 **What does this Privacy Policy apply to?**

- 1.3.1 This Privacy Policy applies to the Processing by us or on our behalf, and our successors-in-title, of Personal Information (defined below) relating to you ("**user**", "**you**", or "**your**") as a user of our Website and/or our Services, whether as a patient, surgeon or service provider. This Privacy Policy applies to you regardless of the device which you use to access it, which device is capable of using, or enabled to use, our Website including, but not limited to, internet-connected mobile devices and tablets ("**Access Device**").
- 1.3.2 This Privacy Policy does not apply to Processing of Personal Information by other third parties relating to or by means of other parties' websites, products or services, such as websites linked to, from or advertised on our Website or

through our Services, or sites which link to or advertise our Website. Such Processing may be subject to privacy policies of third parties.

2. WHAT IS PERSONAL INFORMATION?

2.1 **"Personal Information"** refers to personal information about an identifiable natural or juristic person. Your Personal Information may include your name and surname, age, date of birth, contact details (e.g. your home or registered address, postal address, email address or phone number). Other information which might be Personal Information may include:

2.1.1 **"Device and Device Event Information"**: We may collect information such as your IP address, unique device identifier, the nature of the Access Device which you used to access our Website, the geographic location from which you accessed our site, hardware model and settings, operating system type and version, browser language, system activity, and crashes;

2.1.2 **"Log Information"**: When you use and/or view our Website, we may automatically collect and store certain information, including your biometric information, in server logs when you access our Website, which may include your site activity information, such as details of how, when and for how long you were on the Website, what links you went to, what content or information you accessed, the amount of content viewed and the amount of time spent on the specific content;

2.1.3 **"Financial Information"**: We collect and Process your financial details, including, bank account details, tax information and financial history;

2.1.4 **"Clinical Pathways Information"**: We Process information relating to our standardised clinical pathways for various specialist medical procedures for members of contracted medical schemes. This may include information used for network management, clinical decision support, clinical guidelines, clinical outcomes measurement, and clinical feedback to healthcare practitioners, in order to coordinate and monitor the delivery of care and to support the continuous quality improvement of medical and surgical procedures.

2.1.5 **"Medical Scheme Information"**: We collect and Process your medical scheme details, including, scheme name, membership number and plan type;

2.1.6 **"Medical History"**: We may collect information such as, but not limited to, your previous diagnosis, surgeries, allergies, medication and procedures;

- 2.1.7 **"Location Information"**: We may use various technologies to determine your actual location, such as geographical data from your Access Device (which is usually based on the GPS or IP location when you visit the Website).
- 2.1.8 **"Demographic Information"**: We may collect information relating to your race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, physical or mental health, well-being, disability, religion, conscience, belief, culture, and language;
- 2.1.9 **"Employment and Educational Information"**: We may collect information relating to your education, employment history, professional qualifications, and career background;
- 2.1.10 **"Correspondence Information"**: We may collect correspondence sent by you that is implicitly or explicitly of a private or confidential nature, including emails, messages, and other communications;
- 2.1.11 **"Identification Information"**: We may collect any identifying number, symbol, physical address, telephone number, online identifier or other particular assigned to you, including but not limited to identity numbers, passport numbers, and driver's license numbers.
- 2.2 We may also Process, collect, store and/or use aggregated data, which may include historical or statistical data ("**Aggregated Data**") for any purpose. Aggregated Data may be derived from your Personal Information but is not considered Personal Information, as this data does **not** directly or indirectly reveal your identity. However, if we combine or connect Aggregated Data with your Personal Information in a manner that has the result that it can directly or indirectly identify you, we will treat the combined data as Personal Information, which will be managed in accordance with this Privacy Policy.
- 2.3 Personal Information does not include information that has been de-identified to the extent that it cannot be re-identified again.

3. **WHEN WILL WE PROCESS YOUR PERSONAL INFORMATION**

- 3.1 In addition to paragraph 4 below, Personal Information may be Processed by us in several ways, including, when:
- 3.1.1 you access, use, refer to, view and/or make use of our Website or Services;
- 3.1.2 you submit your Personal Information to us for any other reason; and

- 3.1.3 you contact us, by email or telephonically or otherwise, with any queries.

4. **HOW WE COLLECT YOUR PERSONAL INFORMATION**

- 4.1 We may collect your Personal Information in three ways, namely:

- 4.1.1 actively from you;
- 4.1.2 passively from your Access Device when you use our Website; and
- 4.1.3 passively from our affiliates and third party service providers.

4.2 **Active collection from you**

- 4.2.1 We may require you to submit certain information to enable you to make use of the Services and/or Website. We may also collect Personal Information directly from you by asking you specific questions and by permitting you to communicate directly with us, for example via email, telephone calls, feedback forms and forums.
- 4.2.2 If you contact us, we may keep a record of that correspondence which may include Personal Information.
- 4.2.3 The Personal Information that we actively collect from you may include any of the Personal Information listed in clause 2 of this Privacy Policy.

4.3 **Passive collection from your Access Device**

- 4.3.1 We passively collect some of your Personal Information from the Access Device which you use to access and navigate through our Website, using various technological means, for instance, using server logs to collect and maintain log information.
- 4.3.2 We also use cookies and anonymous identifiers which enable our computer system to recognise you when you next visit our Website to distinguish you from other users and to improve our Service to you, and which can be used to enhance the content of our Website and make it more user-friendly, as well as to give you a more personalised experience.
- 4.3.3 A cookie is a small piece of data (an alphanumeric identifier) which our computer system transfers to your Access Device through your web browser when you visit our Website, and which is stored in your web browser. When you visit our Website again, the cookie allows the site to recognise your browser. Cookies may store user preferences and other information.

4.3.4 You may disable the use of cookies by configuring your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do so, you may not be able to enjoy all of the features and functionality of our Website.

4.3.5 The information which we may passively collect from your Access Device may include your identifying information, contact details, device and device event information, site activity information, log information, telephony log information, location information, unique application numbers and any other information which you permit us, from time to time, to passively collect from your Access Device.

4.4 **Passive collection from our affiliates and third party service providers**

We collect some Personal Information passively from our affiliates, business partners, companies and third party service providers, including medical teams, radiology departments, laboratory(ies), prosthesis supplier(s), registries, medical schemes and hospitals, purely to supplement and/or verify information which you have already agreed to give us. Third parties from whom we may collect information about you include third parties providing us with verification or background check services.

5. **HOW WE USE YOUR PERSONAL INFORMATION**

5.1 We use the Personal Information we collect to provide, maintain, and improve our Website and Services, to provide current and develop new Services, and to protect us, our Services and our users and affiliates. We constantly strive to improve your experience, and so we also use the information we collect in order to offer you information and Services which are tailored for you as far as reasonably possible. Depending on whether you are a patient, surgeon or service provider to us, we will process your Personal Information for different purposes. Below we list the different uses.

5.2 We may use your Personal Information in the following ways:

5.2.1 **General**

5.2.1.1 to create and maintain clinical pathways;

5.2.1.2 to retain and make available to you information on our Website;

5.2.1.3 to create and maintain a client or user portfolio;

5.2.1.4 to maintain and update our investor database;

- 5.2.1.5 to establish and verify your identity where necessary;
- 5.2.1.6 to fulfil your requests for certain Services;
- 5.2.1.7 to diagnose and deal with technical issues and user support queries and other user or applicant queries, such as problems with our server, determine the optimal and fastest route for your Access Device to use in connecting with our Website, and administer, maintain and secure our Website;
- 5.2.1.8 to detect, prevent or deal with actual or alleged fraud, security or the abuse, misuse or unauthorised use of our Website and/or contravention of this Privacy Policy;
- 5.2.1.9 to conduct market research surveys, product research and development;
- 5.2.1.10 to provide you with the latest information about our Services, provided you have agreed to receive such information;
- 5.2.1.11 to communicate with you;
- 5.2.1.12 to compile non-personal statistical information about browsing habits, click patterns and access to our Website;
- 5.2.1.13 to improve our Website, analyse trends and administer our Website and address any issues and liaise with users;
- 5.2.1.14 to keep a record of our communications with you and your communications with us;
- 5.2.1.15 to fulfil any contractual obligations we may have to you or any third party;
- 5.2.1.16 to improve your experience with us and the overall quality of our Services;
- 5.2.1.17 to inform you about any changes to our Website, this Privacy Policy or other changes which are relevant to you;

- 5.2.1.18 to compile and use statistical information about you and other users and their access to and use of our Website, browsing habits, click-patterns, preferences, and demographics which we may use to develop, provide and improve our Website;
 - 5.2.1.19 to compile, use, disclose and trade with non-personal statistical information about our users and their access to and use of our Website, browsing habits, click-patterns, preferences, demographics which we may use to develop, provide and improve our Website and our products and our Services, including targeted advertising to user groups. Please note that the information referred to in this paragraph 5.2.1.19 is Aggregated Data about our users which has been de-identified Personal information such that it cannot be linked back to identify you;
 - 5.2.1.20 for security, administrative and legal purposes;
 - 5.2.1.21 for customer relations; and
 - 5.2.1.22 for other lawful purposes that are relevant to our business activities or regulatory functions.
- 5.2.2 **Patients**
- 5.2.2.1 to register patients for joint replacement procedures;
 - 5.2.2.2 to coordinate payments;
 - 5.2.2.3 to determine eligibility and manage co-payments;
 - 5.2.2.4 to maintain a registry to track outcomes and ensure quality care;
 - 5.2.2.5 to coordinate care with doctors and hospitals;
 - 5.2.2.6 to monitor surgical outcomes and revision rates;
 - 5.2.2.7 to improve clinical practices;
 - 5.2.2.8 to track survivorship of implants; and
 - 5.2.2.9 to assess complications and revisions.

5.2.3 **Surgeons**

- 5.2.3.1 to facilitate pre-authorisations and claims processing with medical schemes;
- 5.2.3.2 to conduct our peer review activities;
- 5.2.3.3 to manage clinical coordination;
- 5.2.3.4 to perform quality assurance testing;
- 5.2.3.5 to coordinate bundled payments with medical schemes;
- 5.2.3.6 to maintain and update our customer or potential customer databases;
- 5.2.3.7 to track implant survivorship and revision rates;
- 5.2.3.8 to benchmark outcomes across surgeons; and
- 5.2.3.9 to provide patients with a list of surgeons in your area.

5.2.4 **Service providers**

- 5.2.4.1 to process payments;
- 5.2.4.2 to manage our relationship with you;
- 5.2.4.3 to run credit checks;
- 5.2.4.4 to communicate about orders, deliveries, and service issues;
- 5.2.4.5 to send purchase orders, invoices, and payment confirmations;
- 5.2.4.6 to coordinate logistics and scheduling;
- 5.2.4.7 to track service provider performance;
- 5.2.4.8 to conduct background checks or verify credentials,

- 5.3 We will obtain your consent before collecting or using your Personal Information for any other purpose.

6. **COMPULSORY INFORMATION AND CONSEQUENCES OF NOT SHARING WITH US**

- 6.1 Unless otherwise consented, as a client, only your email address, registered name/full name and surname, contact details, banking details and such other

information as we specify from time to time, constitutes compulsory information. All other information is optional. If you do not agree to share compulsory information with us, then you will not be able to make full use of our Services. If you do not agree to share your optional information with us, then you might not be able to enjoy all of the features and functionality on our Website, including certain Services.

In the paragraph above, you agree and accept that there is certain compulsory information you must provide us with if you want to enjoy all of the features and functionality on our Website. If you decide not to provide us with such compulsory information, you agree that we may limit certain features and functionality on the Website.

7. SHARING OF YOUR PERSONAL INFORMATION

- 7.1 We will not intentionally disclose your Personal Information, whether for commercial gain or otherwise, other than with your permission, as permitted by applicable law or in the manner as set out in this Privacy Policy.
- 7.2 You agree and consent that your Personal Information may be shared under the following circumstances:
- 7.2.1 with our agents, advisers, service providers and suppliers that have agreed to be bound by this Privacy Policy or similar terms, which offer the same level as protection as this Privacy Policy;
 - 7.2.2 with surgeons, medical schemes and researchers;
 - 7.2.3 with our employees, third-party service providers, contractors, service providers and agents if and to the extent that they need to know that information in order to Process it for us and/or to provide services for or to us, such as hosting, development and administration, technical support and other support services relating to the operation of JointCare's business. We will authorise any information Processing done by a third party on our behalf by entering into written agreements with those third parties governing our relationship with them and containing confidentiality and non-disclosure provisions. Such persons may be disciplined, their contracts terminated, or other appropriate action taken if they fail to meet their obligations;
 - 7.2.4 to enable us to enforce or apply our service terms or any other contract between you and us;

- 7.2.5 to protect our rights, property or safety or that of our customers, employees, contractors, suppliers, service providers, agents and any other third party;
- 7.2.6 to mitigate any actual or reasonably perceived risk to us, our users, clients, employees, service providers, contractors, agents or any other third party;
- 7.2.7 with governmental agencies, exchanges and other regulatory or self-regulatory bodies if we are required to do so by law or if we reasonably believe that such action is necessary to:
 - 7.2.7.1 comply with the law or with any legal process;
 - 7.2.7.2 protect and defend the rights, property or safety of JointCare, our affiliates or our customers, employees, contractors and agents or any third party;
 - 7.2.7.3 detect, prevent or deal with actual or alleged fraud, security or technical issues or the abuse, misuse or unauthorised use of our site and/or contravention of this Privacy Policy; and/or
 - 7.2.7.4 protect the rights, property or safety of members of the public (if you provide false or deceptive information about yourself or misrepresent yourself as being someone else, we may proactively disclose such information to the appropriate regulatory bodies and/or commercial entities).
- 7.3 We will get your permission before disclosing your Personal Information to any third party for any other purpose.

8. STORAGE AND TRANSFER OF YOUR PERSONAL INFORMATION

- 8.1 We securely store your Personal Information on our servers and may also the storage facilities of our third party record storage and management providers.
- 8.2 We reserve the right to transfer to and/or store your Personal Information on servers in a jurisdiction other than where it was collected, or outside of South Africa in a jurisdiction that may not have comparable data protection legislation.
- 8.3 If the location to which Personal Information is transferred and/or is stored does not have substantially similar laws to those of South Africa, which provide for the protection of Personal Information, we will take reasonably practicable steps, including the imposition of appropriate contractual terms to ensure that your Personal Information is adequately protected in that jurisdiction.

- 8.4 Please contact us if you require further information as to the specific mechanisms used by us when transferring your Personal Information outside of South Africa or to a jurisdiction that is different to the one in which we collected your Personal Information.

9. SECURITY

- 9.1 We take appropriate reasonable technical and organisational measures to secure the integrity of Personal Information, using accepted technological standards to prevent unauthorised access to or disclosure of your Personal Information, and protect your Personal Information from misuse, loss, alteration or destruction.
- 9.2 We also create a back-up of your information for operational and safety purposes. We review our information collection, storage and Processing practices, including physical security measures periodically, to ensure that we keep abreast of good practice.
- 9.3 Despite the above measures being taken when Processing Personal Information, we do not guarantee that your Personal Information is 100% secure.
- 9.4 We have implemented procedures to address actual and suspected data breaches and undertake to notify you and the relevant regulatory authorities of breaches in instances in which JointCare is legally required to do so and within the period in which such notification is necessary.
- 9.5 We take the confidentiality of your Personal Information seriously and have adopted measures to ensure that your Personal Information is managed in a way that complies with confidentiality obligations which we impose on any third party with whom we may share your Personal Information.

In this paragraph, you acknowledge that you know and you accept that technology is not absolutely secure and there is a risk that your Personal Information will not be secure when Processed by means of technology. We do not promise that we can keep your Personal Information completely secure. You will not be able to take action against us if you suffer losses or damages in these circumstances.

10. RETENTION OF YOUR PERSONAL INFORMATION

- 10.1 We may retain and Process some or all of your Personal Information if and for as long as:
- 10.1.1 you continue to access and use our Website or Services;

- 10.1.2 we reasonably need it for lawful purposes related to the performance of our functions and activities;
 - 10.1.3 we reasonably require it for evidentiary purposes; or
 - 10.1.4 you agree to us retaining it for a specified further period.
- 10.2 To determine the appropriate retention period for Personal Information, we will consider, among other things, the nature and sensitivity of the Personal Information, the potential risks or harm that may result from its unauthorised use or disclosure, the purposes for which we Process it and whether those purposes may be achieved through other means. We will always comply with applicable legal, regulatory, tax, accounting or other requirements as they pertain to the retention of Personal Information.

11. KEEPING YOUR PERSONAL INFORMATION UPDATED AND CORRECT

- 11.1 In accordance with applicable legislation and the rules of JointCare, we will take all necessary steps to ensure that the persons responsible for the maintenance of your Personal Information do so in a manner that ensures that it is accurate, complete, not misleading and is up to date.
- 11.2 It is your responsibility to advise us or the persons responsible for the maintenance of your Personal Information should any of Personal Information we have about you be incorrect, incomplete, misleading or out of date, by notifying us at the contact details set out in clause 17 below.

12. YOUR RIGHTS

- 12.1 Data protection laws confer certain rights on you in respect of your Personal Information, which include the right to:
 - 12.1.1 **Block all cookies**, by setting your browser to do so, including cookies associated with the Website or to indicate when a cookie is being sent by us.
 - 12.1.2 **Request access to your Personal Information** (commonly known as a "**data subject access request**"), thereby enabling you to receive a copy of the Personal Information retained about you.
 - 12.1.3 **Request the correction of your Personal Information**, in order to ensure that any incomplete or inaccurate Personal Information is corrected.
 - 12.1.4 **Request erasure of your Personal Information**, where there is no lawful basis for the retention or continued Processing of it.

- 12.1.5 **Object to the Processing of your Personal Information** for legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to Processing on this ground as you feel it impacts on your fundamental rights and freedoms.
- 12.1.6 **Request restriction of Processing of your Personal Information.** This enables you to ask us to suspend the Processing of your Personal Information in limited circumstances, which may differ by jurisdiction.
- 12.1.7 **Withdraw consent previously given in respect of the Processing of your Personal Information at any time** which withdrawal of consent will not affect the lawfulness of any Processing carried out prior to your notice of withdrawal. Withdrawal of consent may limit our ability or a third party's ability to provide certain products or services to you, but will not affect the continued Processing of your Personal Information in instances in which your consent is not required.
- 12.2 As far as applicable laws allow, we may charge a fee for attending to any of the above requests and may also refuse to carry out any of your requests in whole or in part.

13. **CHANGES TO THIS PRIVACY POLICY**

This Privacy Policy may be updated or amended by us at any time and we will take reasonably practicable steps to inform you when changes are made. Accordingly, please check these terms for changes periodically. Without limiting the manner in which we may inform you, it could be that such notification may be by way of e-mail.

14. **THIRD PARTY SITES**

- 14.1 To the extent allowed by law, we are not responsible for the privacy practices of a third party site to which there may be a link on our Website, or for any claims, loss or damage arising from these.
- 14.2 We advise you to read the privacy policy of each site which you visit and to determine your privacy settings in accordance with your personal preferences.

<p>We are not liable if you suffer losses or damages when visiting third party websites by following a link to that website from our Website. You accept that there may be risks when you use such third party websites, and you do so at your own risk.</p>

15. **CONSUMER PROTECTION ACT, PROTECTION OF PERSONAL INFORMATION ACT AND OTHER LAWS**

15.1 If this Privacy Policy or any provision in this Privacy Policy is regulated by or subject to the Consumer Protection Act, 68 of 2008 ("**CPA**") the Protection of Personal Information Act, 4 of 2013 ("**POPIA**") or other laws, it is not intended that any provision of this Privacy Policy contravenes any provision of the CPA, POPIA or such other laws. Therefore, all provisions of this Privacy Policy must be treated as being qualified, to the extent necessary, to ensure that the provisions of the CPA, POPIA and such other laws are complied with.

15.2 No provision of this Privacy Policy:

15.2.1 does or purports to limit or exempt us from any liability (including, without limitation, for any loss directly or indirectly attributable to our gross negligence or wilful default or that of any other person acting for or controlled by us) to the extent that the law does not allow such a limitation or exemption;

15.2.2 requires you to assume risk or liability for the kind of liability or loss, to the extent that the law does not allow such an assumption of risk or liability; or

15.2.3 limits or excludes any warranties or obligations which are implied into this Privacy Policy by the CPA (to the extent applicable), POPIA (to the extent applicable), or other applicable laws or which we give under the CPA (to the extent applicable), POPIA (to the extent applicable), or other applicable laws, to the extent that the law does not allow them to be limited or excluded.

16. **GENERAL**

16.1 You agree that this Privacy Policy, our relationship and any dispute of whatsoever nature relating to or arising out of this Privacy Policy whether directly or indirectly, shall be governed by the laws of the Republic of South Africa without giving effect to any principle of conflict of laws.

16.2 You agree that we may, at any time, transfer, cede, delegate or assign any or all of our rights and obligations under this Privacy Policy without your consent. We will notify you if we transfer, cede, delegate or assign any rights or obligations to a third party, but we do not have to notify you if we transfer, cede, delegate or assign any rights or obligations to any of our affiliates or to any person which acquires all or part of our business and/or assets. We may also sub-contract our obligations without your consent and we do not have to notify you if we sub-contract any of our obligations.

- 16.3 Subject to 16.2, this Privacy Policy shall apply for the benefit of and be binding on each party's successors and assigns.
- 16.4 Our failure to exercise or enforce any right or provision of this Privacy Policy shall not constitute a waiver of such right or provision.
- 16.5 Each provision of this Privacy Policy, and each part of any provision, is removable and detachable from the others. As far as the law allows, if any provision of this Privacy Policy, or part of a provision, is found by a court or authority of competent jurisdiction to be invalid, illegal or unenforceable (including, without limitation, because such provision is inconsistent with the laws of another jurisdiction), it must be treated as if it was not included in this Privacy Policy and the rest of this Privacy Policy will still be valid and enforceable.

17. **QUERIES**

- 17.1 If you have questions about our Privacy Policy, please contact us at information.officer@joint-care.co.za.
- 17.2 If you feel that the attempts by JointCare to resolve the matter have been inadequate, you may lodge a complaint with the South African Information Regulator by accessing their website at <https://inforegulator.org.za> or emailing at POPIAComplaints@inforegulator.org.za.