	Privacy Policy Privacy Policy in terms of the Protection of Personal Information Act, No 4 2013 (South Africa)		
	Proprietary and Confidential	MHR015	V2
COMPANY POLICY		Issue Date: June 2025	


Submitted by: Regulatory Department		
Kelly Moda		

Approved by: Authorised Representative		
Quenton Greene		

Purpose:

Medequip (Pty) Ltd (“we,” “our,” or “us”) is committed to protecting your personal information in accordance with South Africa’s **Protection of Personal Information Act (POPIA), Act 4 of 2013**. This policy explains how we collect, use, store, and secure your data.

By engaging with Medequip (via our website, services, or communications), you consent to the terms of this policy.


	Privacy Policy Privacy Policy in terms of the Protection of Personal Information Act, No 4 2013 (South Africa)		
	Proprietary and Confidential	MHR015	V2
COMPANY POLICY		Issue Date: June 2025	

The Regulatory Department is responsible for the distribution of this document.

This document is the property of Medequip. It shall not be reproduced in whole or in part, nor disclosed to a third party, without the written permission of the company

TABLE OF CONTENTS

1.0.	Introduction	3
2.0.	Information We Collect	3
3.0.	How We Use Your Information	3
4.0.	Data Security & Retention	4
5.0.	Your Rights Under POPIA	4
6.0.	Data Breach Protocol	5
7.0.	Updates to This Policy	5
8.0.	Contact Us	5
9.0.	Revision History	6

	Privacy Policy Privacy Policy in terms of the Protection of Personal Information Act, No 4 2013 (South Africa)		
	Proprietary and Confidential	MHR015	V2
COMPANY POLICY		Issue Date: June 2025	

1. Introduction

Medequip (Pty) Ltd (“we,” “our,” or “us”) is committed to protecting your personal information in accordance with South Africa’s **Protection of Personal Information Act (POPIA), Act 4 of 2013**. This policy explains how we collect, use, store, and secure your data.

By engaging with Medequip (via our website, services, or communications), you consent to the terms of this policy.

2. Information We Collect


We process the following personal information where necessary:

Category	Examples
Personal Details	Name, contact details, ID number
Transaction Data	Purchase history, payment information
Technical Data	IP address, cookies, browser type
Sensitive Data	Health information (only with consent)

3. How We Use Your Information

We process data for:

- ✓ **Service delivery** (orders, support, contracts)
- ✓ **Legal compliance** (tax, regulations)

	Privacy Policy Privacy Policy in terms of the Protection of Personal Information Act, No 4 2013 (South Africa)		
	Proprietary and Confidential	MHR015	V2
COMPANY POLICY		Issue Date: June 2025	

✓ **Marketing** (only with opt-in consent)

✓ **Security** (fraud prevention, system integrity)

4. Data Security & Retention

Security Measures:

- Encryption of sensitive data
- Access controls & staff training
- Regular security audits

Retention Periods:


- **Customer data:** 5 years after last interaction
- **Employee records:** 10 years after employment ends
- **Financial records:** 7 years (per tax laws)

5. Your Rights Under POPIA

You may:

- Access** your personal data
- Correct** inaccurate information
- Delete** data (where permissible)
- Object** to processing
- Withdraw consent** (for marketing)

Request Method: Email feedback@medequip.co.za Response Time: 21 days

	Privacy Policy Privacy Policy in terms of the Protection of Personal Information Act, No 4 2013 (South Africa)		
	Proprietary and Confidential	MHR015	V2
COMPANY POLICY		Issue Date: June 2025	

6. Data Breach Protocol

If a breach occurs, we will:

- ◇ Notify affected individuals & the Information Regulator within **72 hours**
- ◇ Take immediate steps to mitigate risks

7. Updates to This Policy

We will notify you of significant changes via email or website notices.


8. Contact Us

Information Officer: Nicole' Hendry

Email: feedback@medequip.co.za

Phone: 011 454 2610

Address: Eden-Greene Office Park 14 Boeing Road East Dunvegan Edenvale 1609

	Privacy Policy Privacy Policy in terms of the Protection of Personal Information Act, No 4 2013 (South Africa)		
	Proprietary and Confidential	MHR015	V2
COMPANY POLICY		Issue Date: June 2025	

12. Revision History

This document will be updated, when necessary, by distribution of a complete replacement.

This policy will be reviewed annually or following changes in laws, SAMED Code, or ISO requirements.

Revision	Date	Description of Change	Requested By
V1	05/2021	New SOP	QM
V2	06/2025	Updated Regulations	QM