

Privacy Policy and Terms of Use for uphilisiwemed.online 1. Privacy Policy Effective Date: August 25, 2025 1.1 Introduction We at uphilisiwemed.online ("Website", "we", "us" or "our") are committed to protecting your personal information and your right to privacy. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you visit our Website, in accordance with the Protection of Personal Information Act (POPIA) and other applicable laws. 1.2 Information We Collect 1.2.1 Personal Data We may collect personal information that you voluntarily provide when you: - Schedule an appointment (e.g., name, contact number, email address) - Complete forms on the Website - Communicate with us via email or phone 1.2.2 Usage Data We automatically collect information when you visit our Website, including: - IP address and device identifiers - Browser type and version - Pages you view and time spent on pages - Referring URLs and exit pages 1.2.3 Cookies and Tracking Technologies We use cookies and similar technologies to enhance your experience: - Strictly Necessary Cookies: Required for core functionality (e.g., scheduling tool) - Performance Cookies: Collect anonymous usage statistics (e.g., Google Analytics) - Functional Cookies: Remember preferences (e.g., language) 1.3 How We Use Your Information We use the collected data for purposes including: - Processing and managing appointments - Providing and improving our healthcare and consultation services - Communicating with you regarding your appointment and follow-up - Monitoring and analysing Website usage for performance and enhancement - Complying with legal and regulatory obligations 1.4 Disclosure of Your Information We do not sell or rent your personal data. We may share your information with: - Service Providers: Third-party vendors who perform services on our behalf (e.g., hosting, analytics) - Legal Authorities: When required by law or to protect our rights 1.5 Data Retention We retain personal information for as long as necessary to fulfil the purposes outlined in this Policy, or as required by law. Appointment records are retained per medical record-keeping standards. 1.6 Security of Your Information We implement administrative, technical, and physical safeguards to protect your personal data. However, no security system is impenetrable—transmission of data is at your own risk. 1.7 Your Rights Under POPIA and other laws, you have the right to: - Access, correct or update your personal data - Request deletion of personal data (where lawful) - Object to or restrict processing of your data - Withdraw consent at any time (without affecting prior processing) To exercise these rights, please contact us at info@uphilisiwemed.co.za or use the contact form on our Website. 1.8 International Transfers If we transfer data outside South Africa, we will ensure adequate safeguards are in place (e.g., standard contractual clauses). 1.9 Changes to This Privacy Policy We may update this Policy periodically. We will notify you by posting the updated date at the top and, where appropriate, via email. 1.10 Contact Us If you have questions or concerns about this Privacy Policy, please contact: Uphilisiwe Med Email: info@uphilisiwemed.co.za Phone: 060 791 5089 Address: Office: 17 Rasool Malek Street, Shop no. 2 (opposite Shell Garage), Kinross 2270, Mpumalanga 2. Terms of Use Effective Date: August 25, 2025 2.1 Acceptance of Terms By accessing or using uphilisiwemed.online ("Website"), you agree to these Terms of Use and our Privacy Policy. If you do not agree, please do not use the Site. 2.2 Use of the Website - You must be 18 years or older to use this Website. - You agree not to use the Website for any unlawful purpose or to violate any laws. - You acknowledge that content on the Website is for general informational purposes only and does not constitute medical advice. 2.3 Intellectual Property - All content (text, graphics, logos) on this Website is our property or licensed to us and protected by copyright, trademark, and other laws. - You may view and print pages for personal, non-commercial use only. Any other use requires prior written permission. 2.4 User Content If you submit any content (e.g., inquiry form, feedback): - You grant us a non-exclusive, worldwide, royalty-free license to use, reproduce, and display your submission. - You represent that you own the rights to your content and it does not infringe on any third-party rights. 2.5 Disclaimers and Limitation of Liability - The Website is provided "as is" without warranties of any kind, express or implied. - We do not guarantee the accuracy, completeness, or reliability of any content. - We are not liable for any damages arising from your use of the Website, except where prohibited by law. 2.6 Links to Third-Party Sites The Website may include links to external sites. We are not responsible for their content or practices. Use them at your own risk. 2.7 Indemnification You agree to indemnify and hold us harmless from any claims, losses, liabilities, expenses arising from your use of the Website or violation of these Terms. 2.8 Governing Law and Dispute Resolution These Terms are governed by the laws of South Africa. Any

disputes will be resolved in the competent courts of Mpumalanga. 2.9 Changes to Terms We reserve the right to modify these Terms at any time. Changes take effect upon posting on this page. Your continued use constitutes acceptance. 2.10 Contact Information For any questions about these Terms, please contact: Uphilisiwe Med Email: info@uphilisiwemed.co.za Phone: 060 791 5089 Address: Office: 17 Rasool Malek Street, Shop no. 2 (opposite Shell Garage), Kinross 2270, Mpumalanga