

PRIVACY POLICY

WEBSITE PRIVACY NOTICE

We are committed to protecting your personal information in accordance with applicable privacy laws, including the General Data Protection Regulation and Protection of Personal Information Act. This privacy notice applies to your use of the website <https://www.doctorsinmotion.co.za> hereinafter called the “Website”, and any communication shared between you and Doctors in Motion. This privacy notice explains how we collect and use your personal data, why we use it and how you can contact us in relation to the use of your personal data.

1. WHO ARE WE

Doctors in Motion and the In Motion Group are multi-faceted events companies specializing in emergency medical care and other associated event services, including but not limited to mobility, safety and security services, through our head office situated in Cape Town, South Africa as well as any regional offices in Africa or around the world. This website is operated by Doctors in Motion (Pty) Ltd (“Doctors in Motion”, “DiM”, “we”, “us”), a South African registered private limited liability company with registered address as 120 Kloof Street, Gardens, Cape Town, 8001, South Africa. Doctors in Motion is the controller of your personal data.

2. HOW WE COLLECTED YOUR PERSONAL DATA

We collect personal data: (a) through our website and (b) when you communicate with us. We may sometimes collect additional information from third parties, including for example, business partners, sub-contractors in technical services, advertising networks, social media sites and interactions, analytics providers or reporting agencies.

3. THE PURPOSE AND LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

Personal data	Purpose for Processing	Legal Basis for Processing
Biographical and demographic information (such as date of birth, age, gender and job title/position).	Process, evaluate and respond to requests and inquiries.	In order to pursue our legitimate interests of effectively managing our business operations.
Contact information (such as name, phone and cellular phone number, email and postal address) for you or for others (e.g., principals in your business).	To respond to any queries or other communications you submit to us and to conclude contracts and agreements.	In order to ensure the performance of a contract to which you are a party and to comply with our legal obligations and to pursue our legitimate interests of effectively managing our business operations.
Information you provide about friends or other people you would like us to contact.	To respond to any queries or other communications you submit to us.	In order to pursue our legitimate interests of effectively managing our business operations.
Purchase and customer service history.	To process and fulfil orders and keep you informed about the status of your order.	In order to ensure the performance of a contract to which you are a party and to comply with our legal obligations and to pursue our legitimate interests of effectively managing our business operations.
Financial information (such as payment information, including name, billing address and payment card details (i.e., card number, expiration date and security code); bank account information; financial statements; income; and credit score).	To process and fulfil orders and keep you informed about the status of your order.	In order to ensure the performance of a contract to which you are a party and to comply with our legal obligations and to pursue our legitimate interests of effectively managing our business operations.
Location data (such as data derived from your IP address, country and postal code) and the precise geolocation of your mobile device where we have provided notice and choice, as appropriate.	To operate, evaluate and improve our business (such as by administering, enhancing and improving our products and services; developing new products, services and Online Channels; managing our communications and customer relationships; and performing accounting, auditing, billing, reconciliation and collection activities.	In order to pursue our legitimate interests of effectively managing our business operations.
Information about your online activities (such as information about your devices, browsing actions and usage patterns) that we obtain through the use of cookies.	To operate, evaluate and improve our business (such as by administering, enhancing and improving our products and services; developing new products, services and Online Channels; managing our communications and customer relationships; and performing accounting, auditing, billing, reconciliation and collection activities.	Your consent when it is required and in order to pursue our legitimate interests of effectively managing our business operations. For more information, please see our Cookies Policy .
Other personal information contained in content you submit to us (such as through our “How to Contact Us” feature)	To respond to any queries or other communications you submit to us.	In order to pursue our legitimate interests of effectively managing our business operations.

4. IF YOU FAIL TO PROVIDE PERSONAL DATA

If you fail to provide certain information when requested, we may not be able to perform a contract we have entered into with you, such as providing good or services in return for payment, or we may be prevented from complying with our legal obligations

5. AUTOMATED DECISION MAKING

We do not envisage that any decisions will be taken about you using automated means.

6. RECIPIENTS OF PERSONAL DATA

We will from time to time send personal data to certain recipients as detailed below:

- **Other Group Companies:** We may transfer your personal data to other In Motion Group companies as permitted under applicable data privacy laws for the legitimate interests of Doctors in Motion or where a service from a group company has been requested
- **Transfers to third parties:** We may transfer your personal data to other third parties, such as governmental agencies and regulators (e.g. tax authorities), insurance carriers, courts, government authorities and to external advisors acting as controllers (e.g. lawyers, accounts, auditors etc...). Such transfers are made in order to comply with our legal obligations and for the legitimate interest pursued by Doctors in Motion or a third party to ensure the effective operation of our business. You can ask for further information in relation to these third parties through the "Contact Us" form on our website.
- **Transfers to other service providers and business partners:** Doctors in Motion may contract with other third party service providers and business partners, such as company working with IT and cloud services, product and service providers, insurance companies and security and access control companies. This may be done in order to ensure the performance of contracts and for our legitimate interest in effectively conducting, streamlining, operating and further improving our business. When such third party data processors process personal data on our behalf, we enter into agreements with them to ensure that they only process personal data in accordance with the applicable laws.

We may also transfer or submit your personal data to a buyer/investor or potential buyer/investor in connection with a sale or other transfer of all or part of our shares, assets or business. Upon such transfer, we will take such reasonable measures to ensure that any receiving parties process your information in a manner that complies with this privacy notice. The purpose of such processing is to allow for the sale or transfer of our shares, assets or business and the legal basis for doing so in our legitimate interest in being able to manage our business by conducting such a sale or transfer.

7. INTERNATIONAL TRANSFERS

We will, from time to time, send some of your personal information to other In Motion Group companies. As these companies may be based outside the Republic of South Africa and may be deemed to not provide adequate level of protection for your personal information, we will put in place appropriate measures for any international transfers, as provided for under data protection laws, in order to ensure that your personal information is treated by those third parties in a way that is consistent with and which respects South African and EU data protection laws.

8. DATA SECURITY

We have put in place appropriate security measures to protect your personal data, including measures preventing your personal data from being accidentally lost, used or accessed in an unauthorized way, altered or disclosed. In addition, we limit access to your personal information to only those employees, agents and contractors who are authorised to access your data.

9. HOW LONG WE RETAIN YOUR PERSONAL INFORMATION/DATA

We will only ever retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounts or reporting requirements as well as any legal requirements regarding periods of data retention. To determine the appropriate retention period for your personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

For further information on the length of time in which we may retain your personal information, please contact us using the “Contact Us” form on the website.

10. YOUR RIGHTS

Under certain circumstances, you may have some or all of the rights set out below under the data protection laws that may apply to your personal information which Doctors in Motion holds.

- Request access to personal information (commonly known as a “Data Subject Access Request”), including the right to receive a copy of the personal information.
- Request correction of any incomplete or inaccurate personal information
- Request erasure of personal information if Doctors in Motion is not authorised to process the personal information
- Object to processing of personal information, if Doctors in Motion is relying on its legitimate interest (or those of a third party) to process the personal information, but because of your particular situation such processing impacts on your fundamental rights and freedoms.
- Request restriction of processing of personal information whilst a complaint is being investigated
- Withdraw consent at any time if Doctors in Motion is relying on consent to process personal information. If you withdraw your consent, Doctors in Motion may not be able to provide certain products and services to you. This will be considered on a case-by-case basis.

11. ELECTRONIC AND WEBSITE LINKS

The Doctors in Motion website, newsletters and/or events marketing pages may include links to third party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share your personal information.

Doctors in Motion does not control these third party websites and is not responsible for their privacy policies. When you leave the Doctors in Motion website, we encourage you to read all applicable privacy policies.

12. ADDITIONS, CHANGES AND LATEST VERSION

Doctors in Motion keep this policy under regular review and may amend this policy from time to time. We encourage you to review this privacy policy regularly for any changes.

13. COMPLAINTS AND CONTACT

In order to make a query, raise a concern, avail yourself of your data protection rights or for any other reason related to this privacy notice, please contact us at privacy@doctorsinmotion.co.za

If you are not satisfied with Doctors in Motion use of your personal information or our response to any request by you to exercise your rights, or if you think that we have breached any relevant data protection laws, you are encouraged to contact us on the email address above. Should you remain dissatisfied, then you have the right to complain to the authority that supervises our processing of your personal information.