



PRIVACY POLICY

Effective date: 5 September 2023

Last reviewed: 9 July 2026

1. Introduction

The Medical Supply Pty Ltd, also referred to as “Medsupply” respects the privacy, security and confidentiality of personal information entrusted to it by customers, suppliers, service providers, employees and other stakeholders.

Medsupply supplies and distributes medical consumables, medical and surgical equipment, diagnostic products, dental products, physiotherapy and orthopaedic products, temperature-controlled products and other related products.

This Privacy Policy applies to personal information processed through Medsupply’s business activities, including its website, electronic communications, online forms, digital workflows, Quotations, Orders, deliveries and interactions with customers, suppliers and service providers.

This Policy explains how Medsupply collects, uses, stores, shares and protects personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA) and other applicable South African laws.

Medsupply may update this Policy to reflect changes in its business, systems or legal obligations. The latest version will be available on request or through Medsupply’s website.

2. Personal information

Personal information is information relating to an identifiable living person or, where applicable, an identifiable juristic person.

Depending on the relationship, this may include names, identity or registration numbers, contact details, physical and delivery addresses, business information, banking and payment information, tax and regulatory information, account and transaction records, product enquiries, Quotations, Orders, delivery details, correspondence, digital workflow submissions, IP addresses and website usage information.

Medsupply processes special personal information only where necessary, permitted by law and subject to appropriate safeguards.

3. How information is collected

Medsupply may collect personal information directly from the person concerned; from customers, suppliers, resellers, contractors or representatives; through Quotations, Orders, account applications and delivery instructions; through its website, email, telephone, WhatsApp, online forms and digital workflows; from payment, logistics, technology or other service providers; from public sources; and through recruitment or employment processes.

Where a person provides information about another person, the provider must have authority to do so and must ensure that the affected person is aware of the intended processing.

4. Why information is processed

Medsupply may process personal information to identify and verify parties; respond to enquiries; prepare Quotations; process and fulfil Orders; arrange collections and deliveries; manage customer, supplier and reseller relationships; process invoices, payments and refunds; maintain traceability, quality and operational records; manage complaints, returns and recalls; provide customer support; administer contracts; maintain financial, tax and audit records; comply with legal or regulatory obligations; prevent fraud and unlawful conduct; protect Medsupply’s rights, property, systems and personnel; operate websites and digital workflows; manage employees and contractors; send lawful business communications; and establish, exercise or defend legal rights.

Medsupply processes personal information only where there is a lawful basis, including consent, contractual necessity, legal obligation, protection of a legitimate interest or another basis recognised by POPIA.

5. Information required to transact

Certain information may be necessary for Medsupply to provide an accurate Quotation, process an Order, arrange delivery, make or receive payment, verify a transaction or comply with legal and regulatory requirements.

Where required information is not provided, Medsupply may be unable to open or maintain an account, issue a final Quotation, process an Order, arrange collection or delivery, process a refund or meet a legal obligation.

6. Sharing personal information

Medsupply may share personal information where necessary for business operations or where permitted or required by law.

Recipients may include manufacturers and suppliers; customers, resellers and authorised representatives; courier, transport, warehousing and logistics providers; banking and payment providers; accountants, auditors, insurers, lawyers and other professional advisers; information technology, hosting, cloud, communications and cybersecurity providers; providers supporting online forms and digital workflows; credit or fraud-prevention providers where applicable; regulators, government departments, law-enforcement agencies and courts; and parties involved in a legitimate corporate transaction.

Medsupply discloses only the information reasonably necessary for the relevant purpose and expects service providers to maintain appropriate confidentiality, security and data-protection measures.

Medsupply does not sell personal information.

7. Cross-border processing

Some technology, cloud, communications or other service providers may process or store information outside South Africa.

Where personal information is transferred outside South Africa, Medsupply will take reasonable steps to ensure compliance with POPIA and appropriate protection by the recipient.

8. Website, digital workflows and cookies

When a person uses Medsupply's website, online forms or digital workflows, information may be collected automatically, including IP address, device and browser information, pages visited, access dates and times, referral information and interactions with website functions.

Medsupply may use cookies and similar technologies to enable functionality, remember preferences, understand usage, improve performance, maintain security and support lawful communications or marketing.

Users may restrict cookies through browser settings, although some functions may then be affected.

9. Marketing and communications

Medsupply may send information about products, availability, operational updates, events or business activities where the recipient has consented, the communication relates to an existing customer relationship and is permitted by law, or another lawful basis applies.

Marketing communications will include a reasonable opt-out mechanism where required.

Opting out of marketing does not prevent necessary transactional, contractual, service or administrative communications.

10. Retention

Medsupply retains personal information only for as long as reasonably necessary to fulfil the purpose for which it was collected, complete transactions, comply with tax, accounting, employment, regulatory and other legal duties, resolve disputes, manage complaints, establish or defend legal rights and meet contractual or audit requirements.

When information is no longer required, Medsupply will securely delete, destroy, de-identify or archive it as appropriate.

11. Security

Medsupply applies reasonable technical and organisational safeguards against loss, theft, unauthorised access, unlawful processing, alteration, disclosure or destruction.

Measures may include access controls, password protection, secure systems, confidentiality requirements, backups, service-provider controls and incident-management procedures.

No electronic system is completely secure, but Medsupply will take reasonable steps appropriate to the nature of the information and the associated risks.

12. Security compromises

Where Medsupply has reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person, it will investigate and take appropriate action.

Where required by POPIA, Medsupply will notify the Information Regulator and affected persons as soon as reasonably possible, subject to lawful restrictions.

13. Accuracy and data-subject rights

Medsupply takes reasonable steps to keep personal information accurate, complete and up to date. Stakeholders should notify Medsupply when relevant information changes.

Subject to POPIA and other applicable laws, a person may request confirmation that Medsupply holds personal information about them; request access; request correction or updating; request deletion or destruction where legally permitted; object to certain processing; withdraw consent where processing is based on consent; object to direct marketing; lodge a complaint with Medsupply; or lodge a complaint with the Information Regulator.

Some requests may be limited by legal record-retention requirements, the rights of others or reasonable identity-verification procedures.

14. Children, employees and applicants

Medsupply does not intentionally collect personal information relating to children unless necessary for a legitimate business or legal purpose and authorised by a competent person or otherwise permitted by law.

Medsupply may process employee, applicant, director, contractor and service-provider personnel information for recruitment, employment administration, payroll, performance management, health and safety, access control, regulatory compliance and termination or post-employment administration.

15. Third-party websites

Medsupply's website or communications may link to independent third-party websites or services. Medsupply is not responsible for their privacy practices or content.

16. Responsible contacts

Requests relating to access to information or the protection of personal information may be directed to:

Mpho Phakathi
Fractional Operations Manager
Email: support@medsupply.africa

17. Information Regulator

A person may also lodge a complaint with the Information Regulator South Africa:

Telephone: 010 023 5200
Toll-free: 0800 017 160
Email: enquiries@inforegulator.org.za
Website: www.inforegulator.org.za

18. Changes to this Policy

Medsupply may amend this Privacy Policy when legal requirements, business operations, systems, service providers or privacy and security practices change. The updated version will state its effective or revision date.