# RAPID Medical Accounts Solutions cc

## PRIVACY NOTICE

**1. Purpose of this Notice**

Rapid Medical Accounts Solutions cc ("we", "us", "our") is committed to protecting the privacy, confidentiality, and security of all personal information entrusted to us. This Privacy Notice explains how we collect, use, store, share, and safeguard personal information in accordance with the **Protection of Personal Information Act (POPIA)**.

**2. What Personal Information We Collect**

We collect and process personal information necessary to provide medical billing, account management, and administrative services. This may include:

- **Patient information:** full name, ID number, contact details, medical aid details, referring doctor, clinical codes, account history
- **Healthcare provider information:** practice details, HPCSA/PCNS numbers, banking details for settlements
- **Administrative information:** invoices, statements, correspondence, authorisation numbers, claim outcomes
- **Special personal information:** limited clinical information required for billing (e.g., ICD-10 codes, procedure descriptions)
- We only collect information that is relevant, accurate, and necessary for lawful processing.

**3. How We Collect Personal Information**

We collect information directly from:

- Patients
- Healthcare practitioners
- Medical schemes
- Authorised third-party administrators
- Referring practices
- Documentation submitted for billing or account management
- Information may also be collected indirectly where permitted by law (e.g., medical scheme portals, authorised representatives).

**4. Why We Process Personal Information**

We process personal information for the following purposes:

- Submitting and managing medical claims
- Verifying benefits and authorisations
- Communicating with medical schemes, practitioners, and patients

- Managing account queries, rejections, and appeals
- Processing payments and reconciling accounts
- Compliance with legal, regulatory, and audit requirements
- Protecting our legitimate business interests
- We do **not** use personal information for any purpose unrelated to medical billing and account administration.

**5. Legal Basis for Processing**

We process personal information based on:

- **Consent** (where required)
- **Performance of a contract** (billing and account management services)
- **Legal obligations** (healthcare, tax, and regulatory requirements)
- **Legitimate interests** (fraud prevention, accurate billing, dispute resolution)

**6. Sharing of Personal Information**

We may share personal information with:

- Medical schemes and administrators
- Healthcare practitioners involved in the patient's care
- Authorised third-party service providers (e.g., software vendors, couriers)
- Regulatory bodies where legally required
- Debt recovery partners (only when authorised and necessary)
- We do **not** sell or distribute personal information to unauthorised third parties.

**7. Data Security**

We implement appropriate **technical, physical, and organisational safeguards** to protect personal information, including:

- Encrypted digital systems
- Access-controlled files and devices
- Secure storage and disposal procedures
- Staff confidentiality agreements
- POPIA-aligned internal policies and training

**8. Data Retention**

Personal information is retained only for as long as necessary to:

- Fulfil billing and administrative obligations
- Meet legal and regulatory requirements
- Resolve disputes or queries
- After the retention period, information is securely destroyed or de-identified.

**9. Your Rights Under POPIA**

Data subjects have the right to:

- Access their personal information
- Request correction or deletion (where legally permissible)
- Object to processing
- Withdraw consent (where processing is based on consent)
- Lodge a complaint with the Information Regulator

**10. Contact Information**

For POPIA queries, requests, or concerns, please contact:

**Information Officer:**

Carla Middleditch
Rapid Medical Accounts Solutions cc
Email: carla@rapidmas.co.za
Phone: 011 029 8727
Address: 88 Phantom Street, Raceview, Alberton

**11. Updates to This Notice**

We may update this Privacy Notice from time to time. The latest version will always be available on request.