

Client Privacy Notice

Protecting your personal information is as important to us as it is to you. You trust us with your information, and we respect that trust. For us, it is more than just complying with legislation; it is about supporting you to protect and use information effectively and efficiently.

This privacy notice explains why and how we collect, use, and store personal information. If you have any questions, please contact us at popia@relayems.co.za.

This notice was last updated on 28 July 2026.

WHAT IS THIS NOTICE ABOUT?

We want you to understand who you are sharing your personal information with, what kind of information we are collecting, and how we use that information.

This notice is for:

- Relay Health Solutions Pty Ltd t/a Nine-9 Solutions Clients
- Website visitors

The Protection of Personal Information Act (POPIA) aims to protect your personal information and prescribes what we must and must not do with it. Other legislation also applies to personal information. For instance, the Occupational Injuries and Diseases Act prescribes what information must be requested by us and kept on record to assist an employee with an injury on duty claim. This means that we have to process your personal information in a certain way from time to time or keep it for a certain period.

We may have to change this privacy notice from time to time to accommodate changes in our services or when legal requirements change.

WHAT INFORMATION WE COLLECT

We collect this information from clients:

- Name
- ID number or date of birth
- Contact details
- Bank details
- Compensation Fund registration number and other details provided to us

We collect this information to provide our services to you.

WHEN YOU CONTACT US

When you contact us, we collect information that helps us categorise your query and respond to it. We record all calls to or from our offices for quality control and records management purposes.

WHEN WE DO MARKETING

We may collect your contact information from public-facing websites to contact you for marketing purposes. We will always tell you where we got your information from and ask your permission to contact you for marketing purposes.

WHY WE NEED PERSONAL INFORMATION

We use personal information to:

- Identify you
- Provide and improve our services
- Process requests or instructions
- Comply with legal obligations
- Ensure the quality of our service
- Market our services

Our offices record their calls for quality control and record-keeping purposes.

WHO WE SHARE YOUR PERSONAL INFORMATION WITH

We may share your personal information with our service providers who help us deliver our services to you. We have agreements in place to ensure that they keep your information safe and only use your information with our permission.

We use Microsoft 365 to store information, including client information. Microsoft stores all our content in the European Union. We believe that Microsoft provides an adequate level of protection for the personal information we store with them. You can read more about their privacy undertakings [here](#).

Sometimes we need to disclose your information to a third party:

- If we believe that disclosure is reasonably necessary to comply with the law, legal process, or a government request;
- To enforce our contracts and policies;
- To protect ourselves, clients, and the public from illegal activity;
- To respond to an emergency, in which case your location and medical details may be shared with authorised emergency service partners for your safety;
- In the event that you are outside our designated service areas, and with your consent, we may share your location with an alternative EMS provider to facilitate a response.

We share your personal information with Relay EMS Pty Ltd as we have an access-controlled database with them as part of our day-to-day business.

If there is a change in our company structure or ownership, we may share your information as part of the assets transferred or the due diligence for the transaction.

YOUR RIGHTS AND PREFERENCES

You have the right to:

- Ask what personal information we have about you;
- Ask what personal information we sent to our suppliers, service providers, or anyone else;
- Ask us to update, correct, or delete any out-of-date or incorrect personal information we have about you by completing and sending [Form 2](#) to us using WhatsApp or email (contact details below);
- Unsubscribe from any direct marketing communications we may send you;
- Object to the processing of your personal information in certain circumstances by completing and sending [Form 1](#) to us using WhatsApp or email; and
- Complain about our practices with the Information Regulator by completing [Form 5](#) on the Information Regulator's website.

It can take us up to 21 days to respond to your request because there are procedures that we need to follow.

In some instances, we may require proof of your identity, and sometimes we may have additional requirements before updating your information.

WE HAVE IMPLEMENTED SECURITY MEASURES TO PROTECT INFORMATION

We have implemented reasonable security safeguards to protect the personal information that you provide. For example, we have implemented multi-factor authentication for all users of our systems.

We regularly monitor our systems for possible vulnerabilities and attacks. As no measure is perfect, we cannot guarantee that information may not be accessed, disclosed, altered, or destroyed by a breach of any of our physical, technical, or managerial safeguards. We have measures in place to minimise the threat to your privacy in the event of a security breach. We will let you know of any breaches that affect your personal information.

If you suspect that we (or you) have had a security breach, please notify us immediately by sending an email to **popia@relayems.co.za** or a **WhatsApp to 073 000 0911**. Please include as much information as you can.