PRIVACY NOTICE

In terms of the Protection of Personal Information Act 4 of 2013 ("POPIA")

Effective Date: 18 November 2026
Company Registration Number: 2023/540451/07

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1. INTRODUCTION

Dolphin Coast Care (Pty) Ltd ("Dolphin Coast Care", "DCC", "we", "us" or "our") respects the privacy and confidentiality of the personal information entrusted to us by our clients, prospective clients, caregivers, employees, applicants, service providers, responsible persons, family members and other individuals with whom we interact.

Dolphin Coast Care provides home-based care and related care services. In providing these services, we may process personal information, including personal and, where necessary, special personal information relating to health and wellbeing.

This Privacy Notice explains how Dolphin Coast Care collects, uses, stores, protects and otherwise processes personal information in accordance with POPIA and other applicable South African legislation.

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2. RESPONSIBLE PARTY

The responsible party for the processing of personal information is:

DOLPHIN COAST CARE (PTY) LTD
Registration Number: **2023/540451/07**

Registered, Physical and Postal Address:

13 BROOKLYN ESTATE
LEE BARNS BOULEVARD
BALLITO
KWA-ZULU NATAL

4399
SOUTH AFRICA

Website:
www.dolphincoastcare.co.za

Email:
info@dolphincoastcare.co.za

Telephone / WhatsApp:
+27 73 451 8010

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3. INFORMATION OFFICER

The Information Officer responsible for matters relating to personal information and access to information is:

Storm Lindenberg
Information Officer
Dolphin Coast Care (Pty) Ltd

Email: info@dolphincoastcare.co.za
Telephone / WhatsApp: +27 73 451 8010

Requests relating to personal information, privacy, POPIA or access to information may be directed to the Information Officer using the above contact details.

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4. WHAT IS PERSONAL INFORMATION?

For purposes of this Privacy Notice, “personal information” means information relating to an identifiable, living natural person and, where applicable, an identifiable existing juristic person.

Depending on the nature of our relationship with an individual, personal information may include:

- names and surnames;

- identification numbers;
- dates of birth;
- contact details;
- residential and postal addresses;
- email addresses;
- telephone and WhatsApp numbers;
- banking and payment information;
- tax information;
- employment information;
- photographs;
- information relating to qualifications, experience and employment history;
- criminal-record or police-clearance information where relevant to caregiver recruitment and screening;
- information relating to family members or responsible persons;
- client care and service information;
- health and medical information;
- information required to respond to medical or other emergencies;
- information contained in reports, assessments, care plans and communications;
- information contained in correspondence and WhatsApp communications; and
- other information reasonably necessary for us to provide our services and conduct our business.

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5. SPECIAL PERSONAL INFORMATION

Because Dolphin Coast Care provides care services, we may process **special personal information**, particularly information relating to a person's health.

Health information may include information concerning:

- medical conditions;
- medication;
- allergies;
- mobility;
- physical and mental wellbeing;
- vital signs;
- injuries;
- wounds;
- treatment and care requirements;

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- medical history where relevant to providing care;
- emergency information; and
- other information reasonably necessary to assess and provide appropriate care.

We recognise that health information is particularly sensitive and will take appropriate steps to protect it against unauthorised access, use, disclosure, alteration or loss.

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6. HOW WE COLLECT PERSONAL INFORMATION

We may collect personal information directly from the individual concerned or, where permitted by law and reasonably necessary, from other sources.

Information may be collected through:

- client registration and intake processes;
- care service agreements;
- care assessments and care plans;
- consultations and discussions with clients or responsible persons;
- applications for employment or caregiver positions;
- recruitment and screening processes;
- employment records;
- telephone calls;
- WhatsApp communications;
- email correspondence;
- our website;
- forms and other documents;
- invoices and payment records;
- reports prepared by caregivers or other personnel; and
- information supplied by authorised family members, responsible persons, healthcare professionals or other persons involved in a client's care.

Where appropriate, we may also receive information from third parties where this is necessary to provide care, comply with a legal obligation, protect the interests of a client, or otherwise process information lawfully.

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7. PURPOSES FOR WHICH WE PROCESS PERSONAL INFORMATION

Dolphin Coast Care processes personal information for legitimate and lawful business and care-related purposes, including:

7.1 Providing care services

We process client information to:

- understand the client's care requirements;
- assess and plan appropriate care;
- allocate and manage caregivers;
- provide home-based care services;
- monitor the provision of care;
- prepare care plans and reports;
- respond to changes in a client's condition;
- communicate with clients and responsible persons; and
- maintain appropriate records relating to services provided.

7.2 Emergency and safety purposes

Where reasonably necessary, personal and health information may be used to:

- respond to emergencies;
- provide relevant information to emergency medical services;
- communicate with healthcare professionals;
- assist in protecting a client's health and safety; and
- take reasonable steps to prevent harm.

7.3 Administration and billing

We process personal information to:

- prepare quotations and invoices;
- administer payments;
- maintain accounting records;
- manage client accounts;
- communicate regarding billing and payments; and
- comply with applicable tax and financial obligations.

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7.4 Recruitment and employment

Information relating to caregivers, prospective caregivers and employees may be processed for:

- recruitment;
- candidate shortlisting;
- verification of qualifications and experience;
- reference checks;
- police or criminal-record screening where appropriate;
- employment administration;
- payroll;
- tax and statutory deductions;
- UIF and other employment-related compliance;
- workplace administration;
- performance management; and
- communication concerning work opportunities and client assignments.

7.5 Business administration

Personal information may also be processed for:

- managing our business;
- maintaining records;
- communicating with clients, caregivers and service providers;
- managing contracts;
- legal and regulatory compliance;
- insurance purposes;
- risk management;
- resolving disputes;
- protecting our rights and property; and
- preventing fraud or unlawful activity.

7.6 Marketing

Where permitted by law and where appropriate consent or another lawful basis exists, we may process personal information for marketing and promotional purposes, including the use of photographs or testimonials.

An individual may object to direct marketing communications and may request that we stop using their information for such purposes.

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8. WHATSAPP AND ELECTRONIC COMMUNICATIONS

Dolphin Coast Care uses electronic communication channels, including WhatsApp, email and telephone communication, as part of its ordinary business and care operations.

Caregiver candidates and employed caregivers may be added to WhatsApp groups for legitimate business purposes, including:

- communication regarding available work;
- recruitment and shortlisting;
- communication relating to client assignments;
- operational communication;
- submission or distribution of client-related reports; and
- other work-related communication.

Individuals may leave WhatsApp groups where the functionality of the relevant group permits them to do so.

Individuals should nevertheless understand that WhatsApp is a third-party communication platform and that its own privacy and security practices apply to information processed through the platform.

Dolphin Coast Care will take reasonable steps to limit the personal information communicated through WhatsApp to information reasonably necessary for the relevant business or care purpose.

9. PERSONAL INFORMATION OF CLIENTS

Because Dolphin Coast Care provides care services, client information may include particularly sensitive personal and health information.

We may process information such as:

- identification details;
- contact details;
- residential address;
- health information;

- medical conditions;
- medication information;
- mobility and care requirements;
- emergency contact details;
- information concerning responsible persons;
- care reports;
- observations made by caregivers;
- vital signs and other health observations where applicable;
- information concerning incidents, injuries or changes in condition; and
- information necessary for billing and administration.

This information is used primarily to enable Dolphin Coast Care to provide appropriate, safe and effective care and to administer the contractual relationship with the client.

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10. PERSONAL INFORMATION OF CAREGIVERS AND EMPLOYEES

Dolphin Coast Care may process personal information relating to caregivers, employees and prospective employees.

This may include:

- full names;
- identification numbers;
- contact details;
- residential addresses;
- qualifications and certificates;
- employment history;
- references;
- police clearance or criminal-record information where lawfully required and relevant;
- banking details;
- tax numbers;
- payroll information;
- UIF and other statutory information;
- photographs;
- attendance and work records;
- performance-related information; and

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- other information necessary for recruitment, employment, payroll and statutory compliance.

Such information is processed only for legitimate business, employment, administrative, legal and regulatory purposes.

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11. SHARING OF PERSONAL INFORMATION

Dolphin Coast Care does **not sell personal information to the public**.

We may, however, disclose or provide access to personal information where this is necessary and lawful, including to:

- clients and their authorised responsible persons;
- authorised family members;
- caregivers and employees where necessary to perform their duties;
- healthcare professionals;
- emergency medical services;
- SARS;
- UIF and other relevant government or statutory bodies;
- insurers and professional advisers;
- accountants, auditors and legal advisers;
- service providers who process information on our behalf;
- financial institutions and payment service providers;
- technology and communication service providers; and
- other persons or organisations where disclosure is required or permitted by law or necessary for a legitimate purpose.

Where third parties process personal information on our behalf, Dolphin Coast Care will take reasonable steps to ensure that appropriate confidentiality and security obligations apply.

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12. CROSS-BORDER PROCESSING

Some technology, communication, cloud-storage or other service providers used by Dolphin Coast Care may process or store personal information outside the Republic of South Africa.

Where personal information is transferred to or processed in another country, Dolphin Coast Care will take reasonable steps to ensure that such processing is undertaken in accordance with POPIA and other applicable legal requirements.

This may include using service providers that have appropriate contractual, technical and organisational safeguards in place.

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13. SECURITY OF PERSONAL INFORMATION

Dolphin Coast Care takes reasonable technical and organisational measures to protect personal information against:

- loss;
- damage;
- unauthorised access;
- unauthorised disclosure;
- unlawful processing;
- accidental destruction;
- alteration; and
- other forms of misuse.

Security measures may include:

- access controls;
- password protection;
- controlled access to physical and electronic records;
- confidentiality obligations applicable to employees and service providers;
- appropriate storage procedures;
- reasonable device and information-security measures;
- limiting access to personal information on a need-to-know basis; and
- procedures for dealing with suspected information-security incidents.

No method of electronic storage or transmission can be guaranteed to be completely secure. However, Dolphin Coast Care will take reasonable measures appropriate to the nature of the information and the risks involved.

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14. RETENTION OF PERSONAL INFORMATION

Dolphin Coast Care will retain personal information only for as long as reasonably necessary for the purpose for which it was collected or processed, unless a longer retention period is required or permitted by law.

Retention periods may be affected by:

- legal and regulatory requirements;
- tax and accounting obligations;
- employment legislation;
- contractual requirements;
- healthcare and care-service requirements;
- dispute resolution;
- insurance requirements; and
- legitimate business requirements.

When personal information is no longer required, Dolphin Coast Care will take reasonable steps to securely delete, destroy or otherwise dispose of it, subject to applicable legal requirements.

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15. RIGHTS OF DATA SUBJECTS

Subject to applicable law, individuals have rights in relation to their personal information, including the right to:

- request access to personal information held about them;
- request correction of inaccurate or incomplete information;
- request deletion of information where legally permissible;
- object to certain processing;
- object to the processing of personal information for direct marketing;
- request restriction of processing in circumstances permitted by law;

- withdraw consent where processing is based on consent, subject to legal and contractual limitations; and
- lodge a complaint with the Information Regulator where they believe their rights have been infringed.

Requests relating to personal information should be directed to the Information Officer.

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16. ACCESS TO PERSONAL INFORMATION

A person who wishes to request access to records or personal information held by Dolphin Coast Care may submit a request in accordance with the Promotion of Access to Information Act 2 of 2000 ("PAIA") and applicable POPIA requirements.

Dolphin Coast Care's **PAIA Manual** provides further information regarding:

- the categories of records held by Dolphin Coast Care;
- records that may be available without a formal request;
- how to request access to records;
- the relevant contact details;
- applicable procedures; and
- other information required by PAIA.

The PAIA Manual is available from Dolphin Coast Care and may also be made available through the company's website.

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17. CORRECTION OR DELETION OF PERSONAL INFORMATION

If an individual believes that personal information held by Dolphin Coast Care is inaccurate, incomplete, misleading or outdated, the individual may contact us and request that the information be corrected or updated.

Where information is no longer required and there is no legal or legitimate reason for retaining it, an individual may request its deletion, subject to applicable legal requirements.

Dolphin Coast Care may need to verify the identity of the person making such a request before taking action.

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18. DIRECT MARKETING

Dolphin Coast Care may communicate with clients, prospective clients, caregivers or other individuals regarding its services where permitted by applicable law.

Where direct marketing requires consent, Dolphin Coast Care will obtain such consent as required.

An individual may object to receiving direct marketing communications and may request that their details be removed from relevant marketing communication lists.

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19. CHILDREN'S PERSONAL INFORMATION

Dolphin Coast Care recognises that personal information relating to children requires particular care.

Where Dolphin Coast Care processes personal information relating to a child, it will do so only where permitted by POPIA or another applicable legal basis and with appropriate safeguards.

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20. COOKIES AND WEBSITE INFORMATION

When you visit the Dolphin Coast Care website, certain technical information may be collected automatically through cookies, analytics tools or similar technologies.

This may include information such as:

- IP address;
- browser type;

- device information;
- pages visited;
- approximate location information derived from technical data; and
- information concerning how the website is used.

Such information may be used to operate, maintain, secure and improve the website and to understand general website usage.

Where cookies or similar technologies are used for purposes requiring consent, appropriate consent mechanisms will be provided.

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21. THIRD-PARTY WEBSITES

The Dolphin Coast Care website may contain links to third-party websites or services.

Dolphin Coast Care is not responsible for the privacy practices, security or content of third-party websites.

Users should review the privacy notices of third-party websites before submitting personal information to them.

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22. DATA BREACHES

If Dolphin Coast Care becomes aware of a security compromise involving personal information, it will take reasonable steps to investigate and contain the incident and to comply with applicable legal notification requirements.

Where POPIA requires notification to affected data subjects and/or the Information Regulator, Dolphin Coast Care will make such notifications in accordance with the applicable legal requirements.

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23. CHANGES TO THIS PRIVACY NOTICE

Dolphin Coast Care may update this Privacy Notice from time to time to reflect:

- changes in our business operations;
- changes in the information we process;
- changes in applicable legislation;
- changes in technology; or
- changes in our privacy practices.

The most recent version will be made available through the Dolphin Coast Care website or by contacting the Information Officer.

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24. CONTACT US

If you have any questions about this Privacy Notice, wish to exercise your rights under POPIA, or have a privacy-related concern, please contact:

Information Officer
Storm Lindenberg
Dolphin Coast Care (Pty) Ltd

Physical and Postal Address:
13 BROOKLYN ESTATE
LEE BARNS BOULEVARD
BALLITO
KWA-ZULU NATAL
4399
SOUTH AFRICA

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25. COMPLAINTS TO THE INFORMATION REGULATOR

If an individual believes that Dolphin Coast Care has not dealt with their personal information in accordance with POPIA, they may first raise the matter with Dolphin Coast Care's Information Officer.

An individual also has the right, where applicable, to lodge a complaint with the **Information Regulator of South Africa**.

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26. GOVERNING LEGISLATION

This Privacy Notice is intended to operate in accordance with applicable South African legislation, including, where applicable:

- Protection of Personal Information Act 4 of 2013 (POPIA);
- Promotion of Access to Information Act 2 of 2000 (PAIA);
- Constitution of the Republic of South Africa, 1996;
- Electronic Communications and Transactions Act 25 of 2002;
- Basic Conditions of Employment Act 75 of 1997;
- Labour Relations Act 66 of 1995;
- Income Tax Act 58 of 1962;
- Tax Administration Act 28 of 2011;
- Unemployment Insurance Act 63 of 2001;
- Unemployment Insurance Contributions Act 4 of 2002;
- Compensation for Occupational Injuries and Diseases Act 130 of 1993; and
- other applicable legislation.

Where there is any conflict between this Privacy Notice and mandatory provisions of applicable legislation, the applicable legislation will prevail.

DOLPHIN COAST CARE (PTY) LTD
Registration Number: 2023/540451/07

Information Officer: Storm Lindenberg

Effective Date: 18 November 2026
Review Date: 18 November 2027