

NMC QUERY LOGGING SYSTEM APP PRIVACY POLICY

This privacy policy governs your use of the software application, Notifiable Medical Conditions Surveillance Query logging system (NMC QLS) Application (the “NMC QLS APP”) for mobile devices.

The NMC QLS System Application is designed by the National Institute for Communicable Diseases (NICD) for use by the NMC Provincial Coordinators to log queries relating to NMC. Queries include calls received through the NMC national Hotline and NMC App related challenges. This system allows transfer of calls and queries to different users, namely, NMC Coordinators operating in a different province, IT support and NMC Epidemiologists located centrally at NICD.

What information does the Application obtain and how is it used?

User Provided Information

The Application obtains the information you provide when you download and registration of the user is done internally. However, please keep in mind that you may not be able to use the Application unless you are part of the NMC QLS group.

Automatically Collected Information

In addition, the Application may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile devices unique device ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browsers you use, and information about the way you use the Application.

Does the Application collect precise real time location information of the device?

When you visit the mobile application, we may use GPS technology (or other similar technology) to determine your current location in order to determine the city you are located within when logging a query. We will not share your current location with other users or partners.

If you do not want us to use your location, you should turn off the location services for the mobile application located in your account settings or in your mobile phone settings and/or within the mobile application.

Do third parties see and/or have access to information obtained by the Application?

Yes. We will share your information with third parties only in the ways that are described in this privacy statement.

We may disclose User Provided and Automatically Collected Information:

- when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request;
- with our trusted services providers who work on our behalf, do not have an independent use of the information we disclose to them, and have agreed to adhere to the rules set forth in this privacy statement.
- if NICD is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our Web site of any change in ownership or uses of this information, as well as any choices you may have regarding this information.

What are my opt-out rights?

You can stop all collection of information by the Application easily by uninstalling the Application. You may use the standard uninstall processes as may be available as part of your mobile device or via the mobile application marketplace or network. You can also request to opt-out via email, at nmcsupport@nicd.ac.za.

Data Retention Policy, Managing Your Information

We will retain User Provided data for as long as you use the Application and for a reasonable time thereafter. We will retain Automatically Collected information for up to 24 months and thereafter may store it in aggregate. If you'd like us to delete User Provided Data that you have provided via the Application, please contact us at NMCAppSupport@nicd.ac.za and we will respond in a reasonable time. Please note that some or all of the User Provided Data may be required in order for the Application to function properly.

Security

We are concerned about safeguarding the confidentiality of your information. We provide physical, electronic, and procedural safeguards to protect information we process and maintain. We value your trust in providing us with your personal information and we are committed to protecting the privacy of our users and the confidentiality of their personal information as required by the applicable laws and regulations.

Changes

This Privacy Policy may be updated from time to time for any reason. We will notify you of any changes to our Privacy Policy by posting the new Privacy Policy here and informing you via email or text message. You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed approval of all changes.

Your Consent

By using the Application, you are consenting to our processing of your information as set forth in this Privacy Policy now and as amended by us. "Processing," means using cookies on a computer/hand held device or using or touching information in any way, including, but not limited to, collecting, storing, deleting, using, combining and disclosing information, all of which activities will take place in South Africa.

Contact us

If you have any questions regarding privacy while using the Application, or have questions about our practices, please contact us via email at NMCAppSupport@nicd.ac.za.