



Cookie Policy

Effective date _____

Nine – 9 Solutions is a trading name of **Relay Health Solutions (Pty) Ltd.** This policy explains how we use cookies and similar technologies on the website(s) listed above. It must be read with the privacy policy published on the relevant website.

1. What are cookies?

Cookies are small files stored on your browser or device. They help websites function, remember preferences, measure performance and, where you consent, support analytics and advertising. References to cookies include pixels, tags, scripts, web beacons, local storage and similar technologies.

2. Information cookies may collect

Depending on the technology used, cookies may collect:

- IP address, browser, device and operating-system information;
- visit date and time, pages viewed, navigation and interactions;
- referring website or advertising campaign, and whether an enquiry or other conversion occurred; and
- cookie, advertising or device identifiers used to distinguish a browser or device.

Cookie information may constitute or be linked to personal information under the Protection of Personal Information Act 4 of 2013 (POPIA). We do not intend to use cookies on public websites to collect patient records, medical information or information intended to infer a person's medical condition for behavioural advertising.

3. Types of cookies we use

Strictly necessary cookies

These cookies are required for security, sessions, forms, privacy preferences and core website operation. They cannot be switched off through our cookie preference mechanism and blocking them in your browser may affect website functionality.

Analytics and performance cookies

With your consent, these cookies help us understand visitor numbers, pages viewed, traffic sources, website journeys, errors and general performance so that we can improve our website and services.

Marketing and advertising cookies

With your consent, these cookies may measure campaigns and conversions, create or manage advertising audiences, support remarketing, control advertising frequency and improve advertising relevance. Information may be processed by approved advertising, analytics or social-media providers under their own privacy terms.

4. Third-party providers

Some technologies may be supplied by providers of analytics, advertising, social media, tag management, hosting, security or website-performance services. The providers actually in use should be identified in the website's cookie preference centre or cookie register.

5. Your choices and consent

Where available, the website's cookie banner or settings tool allows you to accept, reject or manage non-essential cookies. Analytics, performance, marketing and advertising cookies will only be activated where the required consent has been provided. You may change or withdraw consent through the Cookie Settings function. You may also delete or block cookies in your browser, although this may affect the website functionality and remove saved preferences.

6. Retention

Session cookies are deleted when you close your browser. Persistent cookies remain for a defined period or until deleted. Retention depends on the cookie's purpose and, for third-party cookies, the provider's settings. More detail should be available in the applicable cookie preference centre or register.

7. Other website information

Information provided directly through contact forms, enquiries or other website features is processed under the applicable privacy policy and POPIA. We do not intentionally send the

content of private form submissions to advertising platforms through tracking technologies unless this is specifically disclosed and supported by an appropriate lawful basis.

8. Security

We take reasonable technical and organisational measures to protect personal information processed through our website and associated technologies against loss, misuse, unauthorised access, interference, alteration or disclosure.

9. Changes to this policy

We may update this policy when our websites, technologies, practices or legal obligations change. The revised version will be published with an updated date. Where a change materially affects the purpose for which consent was obtained, consent may be requested again where required.

10. Contact details

Registered name

Relay Health Solutions (Pty) Ltd

Privacy / Information Officer email

Richard Moodie

Information Officer

rmoodie@relayems.co.za

11. Information Regulator

You may contact or lodge a complaint with the Information Regulator (South Africa) if you believe your personal information has been processed contrary to POPIA. Current contact details are available on the Information Regulator's official website.