

Discovery Health Bureau Registration and Maintenance form



Contact us

Tel (Health partner): **0860 44 55 66**; PO Box 784262, Sandton, 2146; www.discovery.co.za

Purpose of the form

The purpose of the form is to register a Bureau and their staff working for the bureau.

Supporting documents required to register your bureau:

Please supply copies of the following documents:

- Company registration document: Letterhead confirming the details of the owner of the Bureau and a copy of their South African ID.
- CIPC document
- VAT registration
- Tax clearance certificate

What you must do

Please complete this form in full and email the completed form with the relevant supporting documents to provider_administration@discovery.co.za

1. Bureau details

Name of bureau															
Branch name															
Bureau telephone															
Bureau email															
Bureau manager															
Bureau manager ID number															
Bureau manager telephone															
Bureau manager email															
Number of providers you service															
Number of staff employed at the bureau															

2. Bureau Practice personnel details

Please note: Bureau personnel who are granted access to the HP Zone and HealthID will be able to view claims statements, benefit confirmation tools, patient clinical information, claims information, practice communication and tariff structures.

Send any future personnel changes or updates to contact details to provider_administration@discovery.co.za

Please indicate if you need to add or remove the bureau personnel by ticking the applicable box

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3. Terms and conditions

It is the responsibility of the bureau to inform Discovery to remove staff from their bureau profile that is no longer employed by the bureau.

By completing this form, you acknowledge that the information supplied is true and correct and these individuals are currently employed by the Bureau.

All bureau staff previously added, and any new staff on this form will have access to practices information linked to the bureau on an organisational basis. Bureaus are required to inform us of any staff access changes via email to practice_updates@discovery.co.za.

Your acceptance

I, the undersigned agree to adhere to the terms as set out in

this agreement.

signed at (town or city) on this day

Signature

4. Protection of personal information disclaimer

By completing this form and providing healthcare services to members of the Schemes administered by Discovery Health, you agree to comply with the Protection of Personal Information Act No. 4 of 2013 (POPIA) and ensure that all personal data is handled in accordance with its provisions. Additionally, you acknowledge and agree to be bound by the terms and conditions of our Privacy Statement. You understand and accept that you will have access to the personal data of the members, which must be collected, used, and disclosed in accordance with the Discovery Health Privacy Statement, [available here](#).

5. Discovery Health Privacy Statement

Discovery Health's Privacy Statement for healthcare provider

- When you engage with Discovery Health, you entrust us with personal information about yourself, your employees and the members of the schemes administered by us ("the members"). We are committed to protecting your right to privacy.
- The purpose of this privacy statement is to set out how we collect, use, share and otherwise process your personal information, in line with the Protection of Personal Information Act ("POPIA").
- By providing services to the members and using Discovery Health applications and website, you acknowledge and agree that Discovery Health has obtained the necessary consent from the members for the collection, use, and processing of their personal information in accordance with POPIA. You further agree to process such personal information strictly in accordance with the terms of this consent and the provisions of POPIA.
- We have a duty to take all reasonably practicable steps to ensure your personal information is complete, accurate, not misleading and updated on a regular basis. To enable this, we will always try to obtain personal information from you directly. Where we are unable to do so, we will make use of verifiable independent third party data sources.
- You have the right to object to the processing of your personal information and have a choice whether or not to accept these terms and conditions. However, it is important to note that Discovery Health requires your acceptance to activate and service your provider profile with us. If you do not accept these terms and conditions, we cannot activate and service your provider profile.
- Discovery Health will keep your personal information confidential. You may have given us this information yourself or we may have collected it from other sources. If you share your personal information with any third parties, we will not be responsible for any loss suffered by you or your employer (where applicable).
- As an employer, you agree to indemnify Discovery Health against any loss or damage, direct or indirect, that an employee suffers because of any unauthorised use of your employees' personal information.
- Each party accepts responsibility to the extent that the processing activities of personal information fall under the control of that party and agrees to indemnify the other party/ies against any loss or damage, direct or indirect, that an employee may suffer because of any unauthorised use of the employees' personal information or if a breach of the employees' personal information occur, but only if the processing of that personal information is controlled by that party.

9. You agree that Discovery Health may process your personal information for the following purposes:
- To verify the accuracy, correctness and completeness of any information provided to Discovery Health in the course of processing any application from you or providing services to the members;
 - for the provision of relevant information to a contracted third party;
 - to profile and analyse risk;
 - to share your personal information with external health providers for them to assess or evaluate certain clinical information, in the event that you are subject to such a clinical assessment.
- Examples of how this will happen include:
- Sharing your personal information with us during the application process to help Discovery Health, if necessary, while we process your application;
 - Getting your personal information from other relevant sources, including medical practitioners, contracted service providers, financial advisers, credit bureaus, entities that are part of Discovery Group or industry regulatory bodies ("relevant sources") and further processing of such information to consider your application. We may (at any time and on an ongoing basis) verify with the relevant sources that your personal information is true, correct and complete;
 - Transferring your personal information outside the borders of the Republic of South Africa where appropriate, or if you provide an email address which is hosted outside the borders of South Africa, or for processing, storage or academic research. We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.
10. You consent and agree that:
- We may process your information, including personal and special personal information, to conduct sanction screening against all mandatory and non-mandatory sanctions lists and to perform transaction monitoring activities;
 - To us communicating such personal information to local and international regulatory bodies as well as to other entities in the Discovery Group if you are matched to one of these sanctions lists; and
 - We may terminate this agreement with immediate effect if you are found to be on a sanctions list.
11. Discovery Health will provide your personal information to any other entity within the Discovery Group with whom you already have a relationship.
12. Discovery Health may share and combine all your personal information for any one or more of the following purposes:
- market, statistical and academic research; and
 - to customise our benefits and services.
13. Your personal information may be shared with third parties such as academics and researchers, including those outside South Africa. We ensure that the academics and researchers will keep your personal information confidential and all data will be made anonymous to the extent possible and where appropriate. No personal information will be made available to a third party unless that third party has agreed to abide by strict confidentiality protocols that we require. If we publish the results of this research, you will not be identified by name.
14. By signing this application form, you authorise Discovery Health to obtain and share information about your creditworthiness with any credit bureau or credit providers' industry association or industry body. This includes information about credit history, financial history, judgments, default history and sharing of information for purposes of risk analysis, tracing and any related purposes.
15. We may process your information using automated means (without human intervention in the decision making process) to make a decision about you or your application. You may query the decision made about you.
16. Discovery Health has the right to communicate with you electronically about any changes related to your application or agreement with us or your provider profile with us.
17. Discovery Health has a duty to keep you updated about any offers and new products that affect the services that you provide to the members from time to time. Discovery Health or any entity within the Discovery Group and contracted third-party service providers may communicate with you about these.
18. You have the right to know what personal information Discovery Health holds about you. If you wish to receive this information please complete a 'PAIA form to request access to records' on www.discovery.co.za and specify the information you would like. We will take all reasonable steps to confirm your identity before providing details of your personal information.
19. We are entitled to charge a fee for this service and will let you know what it is at the time of your request.
20. You agree that Discovery Health may keep your personal information until you ask us to delete or destroy it. You have the right to ask us to update, correct or delete your personal information, unless the law requires us to keep it. Where we cannot delete your personal information, we will take all practical steps to de-personalise it.
21. Where Discovery Health is required by law to collect and keep personal information, we shall do so. At a minimum, this includes the following:
- The Consumer Protection Act, 2008
 - The Protection of Personal Information Act, 2013
 - Electronic Communications and Transactions Act, 2002
 - Promotion of Access to Information Act, 2002
 - Financial Advisory and Intermediary Services Act, 2002
22. You agree that Discovery Health may transfer your personal information outside South Africa:
- if you give us an email address that is hosted outside South Africa; or
 - to administer certain services, for example, cloud services.
23. If Discovery Health becomes involved in a proposed or actual amalgamation, transfer or merger, acquisition or any form of sale of any assets, as appropriate, we have the right to share your personal information with third parties in connection with the transaction. In the case of such an event, the new entity will have access to your personal information.
24. If you believe that Discovery Health has used your personal information contrary to this privacy statement, you have the right to lodge a complaint with the Information Regulator, under POPIA, but we encourage you to first follow our internal complains process to resolve the complaint. We explain the complaints and disputes process on the website www.discovery.co.za. Contact details for the Information Regulator: The Information Regulator (South Africa) | 33 Hoofd Street | Forum III, 3 Floor | Braampark | Braamfontein | PO Box 31533 | Braamfontein | 2017 | Tel: **+27 (0) 10 023 5207** | Cell No: **+27 (0) 82 746 4173** | info@justice.gov.za

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Bureau Manager signature

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