



Privacy Notice

We at Smith & Nephew are committed to protect your privacy and will comply with the applicable legislation, including the POPI Act.

In this policy, we describe how Smith + Nephew collect your personal data when you use this website smith-nephew.com/en-za. In collecting this information, we are acting as a Responsible Party and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

Our address is:

Westend Office Park
30 The Boulevard
Westend Office Park
Westville
3629

You can contact us by post at the above address, by email at Privacy.SA@smith-nephew.com. or by telephone on 031 242 8111.

Collection of your personal information

When we collect and process personal data through other channels than this website, we will inform you specifically via the other channels how we process your personal data there. If you would like to understand how we process the data in your specific jurisdiction, please refer to the Privacy Notices on your respective Smith & Nephew local website.

If you have at any point any questions, please reach out the Smith + Nephew Privacy Team under Privacy.SA@smith-nephew.com.

Collection of your personal information

When you visit the Smith + Nephew website and use services offered herein (such as subscriptions to email and newsletters), we will automatically collect the following personal identifiable information which is relevant for system and data security, in so-called log files of the web server:

- Network information (e.g. IP address, browser version)
- Session details (e.g. time stamps)

These log files are temporarily stored for the purpose of tracking malfunctions and enhancing system security, including detecting and tracing unauthorized access attempts

and accesses to our web servers. The log files are deleted / overwritten unless a suspect case of unlawful access to our web servers has occurred.

This data processing is based on our legitimate interest to remove technical malfunctions, ensure system security of our website and detect and trace any unauthorized accesses or access attempts.

We will never disclose your personal identifiable information to third parties for the purposes of allowing them to market to you. Smith & Nephew operates globally, and we use other data processors (e.g. hosting companies IT providers, business partners and members of the Smith + Nephew group) and this means that we might transfer your personal identifiable information to these third parties engaged by Smith + Nephew, who will process your data on our behalf and assist in the provision of the content and service you requested. These third parties will be obliged to safeguard the confidentiality of your data and to take adequate technical and organizational measures to protect your data against accidental or unlawful destruction, loss or alteration, unauthorized disclosure or abuse, or other unlawful processing.

We use Google Analytics to find out more about how our website is used and to identify how we can improve it. Google Analytics is a tool provided by Google LLC (1600 Amphitheatre Parkway in Mountain View, California, United States) that helps website owners to understand how their visitors engage with them. Google Analytics may use a set of cookies to collect information and report site usage statistics without personally identifying individual visitors to Google.

For these purposes, Google collects the following data when you visit our website:

- Number of users and sessions
- Peak time of visits
- Session duration
- Operating systems
- Device models
- Geography / Language

We also track the following data events through Google:

- Log in status
- Video
- Search terms
- Search filters
- Form Interaction
- Share actions

Apart from setting your browser so that it does not store cookies, you can use this opt-out link [here](#) to prevent your data from being used by Google Analytics. Google provides additional information on Google Analytics [here](#).

Contact

If you contact us via the "Contact us" section on our website, we will process the data provided by you via the form, which is your name, address data, and the messages you have sent to us. The data is processed to answer your request appropriately.

Your rights as a Data Subject

Transfer of Data

We may transfer personal data to other countries. Smith + Nephew will ensure that those transfers will be carried out in accordance with the applicable data protection legislation.

Your rights as a Data Subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal information, you may withdraw that consent at any time. Please contact Privacy.SA@smith-nephew.com.

If we are processing your personal information for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal information for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for if you believe we are not doing so lawfully.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the **Who are we** section of this policy.

Your right to complain

If you have a complaint about our use of your personal information, we would prefer you to raise it with us in the first instance to give us the opportunity to put it right, but you can also contact the Information Regulator's Office via their website at <https://inforegulator.org.za/> by email at POPIAComplaints@inforegulator.org.za. or write to them at:

Information Regulator (South Africa)
JD House, 27 Stiemens Street, Braamfontein,
Johannesburg, 2001.
P.O Box 31533,
Braamfontein,



Johannesburg,
2017

Changes to this statement

Smith + Nephew will occasionally update this privacy notice to reflect company and customer feedback. We will not proactively notify you of any such changes and encourage you to periodically review this notice. If we want to make use of your personal information in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent. This statement was last updated September 2022

Related Links: [Cookie Policy](#)