

Jehu Industries Privacy Policy

Effective Date: 1 January 2025

Jehu Industries is committed to protecting the privacy and security of personal information. This Privacy Policy outlines how we collect, use, disclose, and protect personal information in compliance with the International Organization for Standardization (ISO) 13485:2016 standard for Medical Devices Quality Management Systems and the South African Health Products Regulatory Authority (SAHPRA) regulations.

1. Scope

This policy applies to all personal information processed by Jehu Industries, including data collected from customers, employees, suppliers, and visitors, whether collected electronically, manually, or verbally.

2. Definitions

- **Personal Information (PI):** Any information relating to an identified or identifiable natural person.
- **Processing:** Any operation or set of operations which is performed on personal information, whether or not by automated means.
- **SAHPRA:** South African Health Products Regulatory Authority.
- **ISO 13485:2016:** International standard for quality management systems specific to medical devices.

3. Principles of Data Processing

Jehu Industries adheres to the following principles when processing personal information:

- **Lawfulness, Fairness, and Transparency:** Processing is conducted lawfully, fairly, and in a transparent manner.
- **Purpose Limitation:** Personal information is collected for specified, explicit, and legitimate purposes and not further processed in a manner that is incompatible with those purposes.

- **Data Minimization:** Personal information collected is adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed.
- **Accuracy:** Personal information is accurate and, where necessary, kept up to date.
- **Storage Limitation:** Personal information is kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal information is processed.
- **Integrity and Confidentiality:** Personal information is processed in a manner that ensures appropriate security of the personal information, including protection against unauthorized or unlawful processing and against accidental loss, destruction, or damage, using appropriate technical or organizational measures.

4. Collection of Personal Information

Jehu Industries collects various types of personal information, depending on the nature of the relationship and interaction. This may include:

- **Contact Information:** Name, address, email address, phone number.
- **Professional Information:** Job title, company name, department.
- **Financial Information:** Bank details for payments (for employees and suppliers).
- **Health Information:** Relevant health data for medical device users as required by ISO 13485:2016 and SAHPRA regulations.
- **Employment Information:** For employees, this includes CVs, qualifications, employment history, and other HR-related data.
- **Technical Data:** IP address, browser type, operating system, and usage data when interacting with our online services.

Personal information is collected through various channels, including:

- Direct interactions (e.g., meetings, phone calls).
- Online forms and websites.
- Contracts and agreements.
- Employment applications.
- Medical device usage and feedback.

5. Use of Personal Information

Jehu Industries uses personal information for the following purposes:

- **Provision of Medical Devices and Services:** To fulfill contractual obligations, provide medical devices, and deliver services.
- **Quality Management (ISO 13485:2016):** To maintain and improve our quality management system, including product traceability, post-market surveillance, and handling of adverse events.
- **Regulatory Compliance (SAHPRA):** To comply with SAHPRA regulations, including product registration, adverse event reporting, and other regulatory requirements.
- **Customer Support:** To respond to inquiries, provide assistance, and address customer feedback.
- **Internal Operations:** For employee management, payroll, training, and internal communications.
- **Marketing and Communication:** To send relevant updates, newsletters, or promotional materials, with explicit consent where required.
- **Research and Development:** To improve our products and services, anonymized data is used where possible.
- **Legal and Regulatory Compliance:** To comply with applicable laws, regulations, and legal processes.

6. Disclosure of Personal Information

Jehu Industries may disclose personal information to the following categories of recipients:

- **Regulatory Authorities:** SAHPRA and other relevant regulatory bodies as required by law for medical device vigilance and compliance.
- **Service Providers:** Third-party vendors and service providers who assist us in our operations (e.g., IT services, shipping, payment processing). These providers are contractually obligated to protect personal information.
- **Business Partners:** In collaboration with partners for joint ventures or product development, with appropriate data protection agreements in place.
- **Legal and Professional Advisors:** Lawyers, auditors, and other professional advisors.

- **Law Enforcement and Government Agencies:** When required by law or to protect our legal rights.

We will not sell, rent, or trade your personal information to third parties without your explicit consent.

7. Data Security

Jehu Industries implements robust technical and organizational measures to protect personal information from unauthorized access, disclosure, alteration, and destruction. These measures include:

- **Access Controls:** Restricting access to personal information to authorized personnel only.
- **Encryption:** Using encryption for data in transit and at rest where appropriate.
- **Regular Security Assessments:** Conducting regular security audits and vulnerability assessments.
- **Employee Training:** Providing regular training to employees on data privacy and security best practices.
- **Physical Security:** Protecting physical access to our premises and data storage facilities.

In accordance with ISO 13485:2016, our quality management system includes processes for data security and privacy to ensure the integrity and confidentiality of data related to medical devices.

8. Data Retention

Jehu Industries retains personal information for as long as necessary to fulfill the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements, particularly those mandated by SAHPRA and ISO 13485:2016 for medical device traceability and post-market surveillance. Specific retention periods are defined in our internal data retention policy.

9. Your Rights

Subject to applicable laws, individuals have the following rights regarding their personal information:

- **Right to Access:** To request access to their personal information held by Jehu Industries.
- **Right to Rectification:** To request correction of inaccurate or incomplete personal information.
- **Right to Erasure (Right to be Forgotten):** To request the deletion of their personal information under certain circumstances.
- **Right to Restriction of Processing:** To request the restriction of processing of their personal information under certain circumstances.
- **Right to Data Portability:** To receive their personal information in a structured, commonly used, and machine-readable format.
- **Right to Object:** To object to the processing of their personal information for certain purposes, such as direct marketing.
- **Right to Withdraw Consent:** To withdraw consent at any time where processing is based on consent.

To exercise any of these rights, please contact us using the details provided in Section 11.

10. SAHPRA and ISO 13485:2016 Compliance

Jehu Industries maintains a comprehensive Quality Management System (QMS) compliant with ISO 13485:2016, which integrates privacy considerations, especially concerning medical device data. Our QMS ensures:

- **Traceability:** Full traceability of medical devices and associated data.
- **Complaint Handling and Vigilance:** Robust processes for managing complaints, adverse events, and field safety corrective actions as required by SAHPRA.
- **Risk Management:** Identification and mitigation of privacy risks associated with our medical devices and operations.
- **Documentation Control:** Proper documentation and control of all privacy-related policies and procedures.

We regularly undergo audits to ensure continued compliance with ISO 13485:2016 and SAHPRA regulations.

11. Contact Information

If you have any questions about this Privacy Policy or our data protection practices, or if you wish to exercise your rights, please contact:

Jehu Industries

Address: 11, Paramount Park, 75 Siphosethu Rd, Mount Edgecombe, Durban, 4300

Phone: 031 537 8054

Website: <https://www.jehuindustries.com/contact-us/>

Email: info@jehuindustries.com

12. Changes to This Privacy Policy

Jehu Industries reserves the right to update this Privacy Policy periodically to reflect changes in our practices or legal requirements. Any updates will be posted on our website and will become effective upon posting. We encourage you to review this policy regularly.