



PATIENT TERMS AND CONDITIONS *Version: v4.0 20220915*

We wish you a warm welcome! To participate in the CAMAF program, you must explicitly agree to the following Terms and Conditions. *See the Highlights for key points to note.*

To confirm your participation in the program, we will ask you to confirm verbally on a call with one of our agents that you understand how the program works and give us your consent to participate, and acceptance of these terms and conditions with an explicit "yes" or "no" answer.

We welcome any questions or concerns you may have. Please raise them when you chat with our agent, or reach us on the details provided at the bottom of each page.

Highlights

- A. You are automatically a member of the CAMAF diabetes management program for as long as you remain a member of the scheme and meet the qualifying medical and demographic criteria. The program is paid for by CAMAF, no separate payment is required from you.
- B. The Program uses our team of Coaches to support you on your diabetes journey and provides either coaching with proactive outreach, or proactive outreach only. Proactive outreach provides contact to you in response to cues from your data. Coaching provides an ongoing tele-coaching with a diabetes coach, coupled with proactive outreach. Both options require active engagement and participation from you.
- C. We will contact you by sending you messages and emails, and may also engage with you over the telephone.
- D. To switch between coaching, with proactive outreach, and proactive outreach only, notify Guidepost in writing at any time.
- E. Our services are available to individuals diagnosed with Type 2 diabetes who are over the age of 18. If you are female and are pregnant at any stage, please notify us so we can tailor our input to you during your pregnancy.
- F. We'll be storing and processing your information in compliance with all of South Africa's laws that protect your data.
- G. We may request information about you from other companies or people, such as doctors, pathology laboratories, pharmacies and medical aids or other similar third parties for the purpose of better understanding your clinical situation and needs. The information we request will be limited to claims, lab results and diagnoses.

- H. We will use your information to help you better understand your condition and make decisions to improve your health.
- I. Our Coaches don't know everything there is to know about you, as you will be focused on diabetes in your interactions. When we make a suggestion, you need to decide if that suggestion will work for you in your situation before you take action. You remain the decision maker about whether to take those actions. Your health and your outcomes are ultimately in your hands. If you're not sure about anything, you must discuss it with your doctor.
- J. We will send notifications and reports to your nominated doctor so that they can keep track of your progress. You can instruct us not to by sending an email or message to Guidepost.
- K. We will also send information on your progress back to back to CAMAF for their analysis and further action.
- L. We may use your anonymised data for medical education, publication, evaluation and improvement of our services.
- M. We will not share your personal data with anyone else unless we first ask you and get your permission.
- N. You can cancel your membership at any time by letting us know in writing. You can also ask us to de-identify your data by letting us know in writing.
- O. The hotline is available to you 24 hours a day every day of the year for urgent queries concerning your diabetes. You should contact your doctor or hospital for medical emergencies.
- P. Those are the most important things to know about taking part in the Program. I will send you a message directly after our call with a link to a copy of the Terms and Conditions on our website. By joining the Program you agree to those terms and conditions.