

GOVERNMENT EMPLOYEES MEDICAL SCHEME (GEMS)

EXTERNAL PRIVACY STATEMENT

1. About the Government Employees Medical Scheme

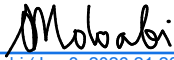
- 1.1. The Government Employees Medical Scheme (GEMS) provides healthcare benefits to public service employees and their dependants. We are committed to protecting your personal information in line with the Protection of Personal Information Act (POPIA).
- 1.2. GEMS respects your privacy and is committed to protecting your personal information.
- 1.3. We collect and use your information to manage your medical scheme membership, process claims, provide healthcare benefits, and comply with the law. This includes personal details, contact information, financial details, and health information where necessary.
- 1.4. Your information may be shared with healthcare providers, administrators, and regulators where required to provide services or comply with legal obligations. All parties are required to keep your information secure.
- 1.5. You have the right to access your information, request corrections, object to certain processing, and withdraw consent where applicable.
- 1.6. We take appropriate steps to protect your information from loss, misuse, or unauthorised access.

2. How to Raise a Concern or Query

- 2.1. If you have any privacy-related queries, requests, or concerns, please contact the GEMS Information Officer:
Information Officer
Government Employees Medical Scheme (GEMS)
GEMS Vutomi House
124 Mercy Avenue
Menlyn Maine Precinct, Waterkloof Glen
Pretoria, 0028
Email: informationofficer@gems.gov.za
Website: <https://www.gems.gov.za/>
- 2.2. This mailbox is dedicated to privacy and POPIA-related matters.
- 2.3. You also have the right to lodge a complaint with the Information Regulator of South Africa if you believe your personal information has been processed unlawfully.
- 2.4. If you are not satisfied with the outcome of your complaint, you may lodge a complaint with the Information Regulator of South Africa:
Information Regulator (South Africa)
Contact details: Physical address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191 | Postal address: PO Box 31533, Braamfontein, Johannesburg 2001.
Email: POPIAComplaints@info regulator.org.za
Website: <https://info regulator.org.za/>

Private bag X782 Cape Town • **Call Centre:** 0800 00 GEMS (4367) • **Fax:** 0861 00 GEMS (4367)
Email enquiries@gems.gov.za • **Fraud Line** 0800 21 2202 • **HIV Aids Helpline** 0860 436 736 • www.gems.gov.za

GEMS uses an e-signature in line with its policies and the ECT Act 25 of 2002. Should you not agree to this, please notify GEMS to use a format agreeable to you.



Dr Stan Moloabi (Jun 3, 2026 21:20:49 GMT+2)

Dr. Stan Moloabi
Information Officer



Andre Cowley (Jun 1, 2026 09:43:25 GMT+2)

Andre Cowley
Deputy Information Officer