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NOTIFICATION TO DATA SUBJECTS OF SOUTH AFRICAN NATIONAL BLOOD SERVICE (SANBS)

The South African National Blood Service ("SANBS") wishes to inform you of a recent incident that resulted in the unintended exposure of a small set of patient personal data. This event stemmed from an error in the Blood ordering interface between ourselves and two client hospitals. The unintended exposure did not extend to other systems and data subjects. As SANBS is the Responsible Party for the personal information, it is our responsibility to inform the data subjects of this data breach. Accordingly, this notice serves as notification to affected data subjects for purposes of section 22 of the Protection of Personal Information Act, No. 4 of 2013 (POPIA). In addition, SANBS is in the process of notifying the information regulator as required in terms of POPIA.

The Incident

By way of background, SANBS has entered into an agreement with the service provider for laboratory software support and maintenance including automated interfacing.

On 10th October 2024, SANBS experienced a software malfunction in its blood ordering interface with the two client hospitals.

This led to the transmission of limited patient demographic data, including:

- Patient Name
- Gender
- Date of Birth
- Identity Number
- Doctor Information

Compromised Data

The incident impacted 1015 unique patient profiles that received services from the related SANBS blood banks from 10 October 2024 to 11 October 2024. The data was transmitted to two hospitals, that should not have received this data. Although the communication tunnel between SANBS and the hospitals is encrypted, the transmitted data is not encrypted, as a result, there's a possibility that the hospital systems could access the data, which could result in a privacy breach for data subjects. It is important to note that the

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Universal Blood Type



Donates to Everyone

Receives from

exposure was limited strictly to the hospital Interfaces, with no indication that the data were accessed or compromised beyond this point. Comprehensive measures have been implemented to address the situation and ongoing assessments are being conducted to address remaining risks, if any.

Action Taken

Keeping the personal information of our data subjects secure is of the utmost importance to SANBS. Upon discovering the data breach, the service provider and SANBS took the following steps to address and contain the incident:

- The transmission was promptly halted upon detection of the error and corrective measures were implemented to resolve the underlying issues.
- SANBS is working closely with the service provider to ensure all necessary safeguards are established to prevent recurrence.
- A formal request has been submitted to the third-party recipients to delete all data related to the incident to mitigate any potential impact.

While the exposure was confined, we are committed to addressing the situation with the utmost diligence to ensure that the matter is comprehensively resolved and that appropriate safeguards are reinforced.

What you can do

Please stay vigilant and monitor any potential scams or fraudulent activities.

We prioritise the privacy of individuals whose personal information we handle, and we sincerely regret this incident.

For further information and assistance, please contact the Chief Information Officer, **Mr. Frans Monkwe**, on Frans.Monkwe@sanbs.org.za or **011 761 9338**.

Yours faithfully



Mr Frans Monkwe

(Chief Information Officer)

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