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## **POPIA NOTIFICATION TO CUSTOMERS OWING SANBS MONEY FOR BLOOD SERVICES**

SANBS wishes to inform you that we experienced a data breach on 19 July 2022 and, accordingly, this notice serves as notification for purposes of section 22 of the Protection of Personal Information Act, No. 4 of 2013 (POPIA) to affected stakeholders.

SANBS is in the process of notifying the information regulator as required in terms of POPIA regulations and the South African Police Service.

What happened?

An unauthorised person / criminal sent an email to a SANBS employee purporting to be another SANBS employee and the unsuspecting employee inadvertently released a report containing personal information to the criminal. The report contained names of SANBS' customers along with the amounts which are owed by these customers to SANBS and in some cases the report also contained the names of institutions, contact persons and their phone numbers and/or email addresses.

What action we took

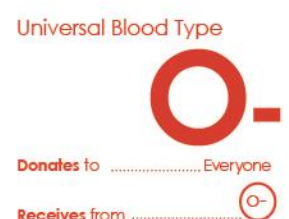
Keeping the personal information of our stakeholders secure is of the utmost importance to SANBS and we took steps to address and contain the incident on the same day that we discovered it.

We promptly performed an investigation into the incident and also carried out tests and assessments to identify any technical vulnerabilities or infiltration into our systems. We scanned the relevant devices for malware and malicious code and took a number of additional security measures designed to prevent a similar incident from happening again in the future. Our investigations confirmed that the report was sent to an external hoax email address and no other vulnerability was identified.

While the identity of the unauthorised person who has acquired the SANBS data is unknown to us, we believe that the risk has been mitigated by the steps we have taken and based on the limited personal information which is the subject matter of this incident.

sanbs.org.za  
Toll free 0800 11 9031

**Board of Directors: Executives:** V Reddy (CEO), K Van Den Berg (Medical Director) **Non Executives:** A Ramalho (Chairman), F Burn, S Fakie, P Knox, G Leong, T Mokgatla, P Mthethwa, R Theunissen, M Vaiithilingum,  
**Company Secretary:** A Manduna  
**FRM-CEO-002**  
1001481 REV 31 (18/08/21)  
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What you can do

We ask that you take the necessary precautions to avoid any potential adverse consequences from this incident and to be on the alert for any possible scams or fraudulent activity.

We value the privacy of our stakeholders whose personal information we process, and we deeply regret that this incident occurred. For further information and assistance, please contact -

**Rianda Kruger**

**Chief Financial Officer**

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**Tel: 011 761 9290**

**Cell: 083 226 7487**

Yours Faithfully



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Ravi Reddy  
**Information Officer and Chief Executive Officer**

