

Health with Heart

Disclaimer Notice

Employee Wellbeing Dashboard & Website

Applicable to www.corporate.healthwithheart.co.za and the Health with Heart Employee Wellbeing Dashboard app (Apple App Store and Google Play Store)

Last updated: 28 July 2026

1. General

Health with Heart (“Health with Heart”, “we”, “us”, “our”), a trust duly registered and operating in the Republic of South Africa, provides the Employee Wellbeing Dashboard as an integrated platform through which employees of participating corporate clients can access physical health screening, confidential mental health support, learning content, and financial wellness resources. The information, tools, and features made available through the platform are provided for general informational and self-management purposes only and do not constitute professional advice of any kind.

2. Not Medical Advice

Content and results generated through the health screening features of the platform, including any physiological or wellness indicators produced, are provided for general informational purposes only. They are not a substitute for professional medical consultation, diagnosis, or treatment. Always seek the guidance of a qualified healthcare provider with any questions regarding a medical condition, and never disregard or delay seeking professional medical advice because of something you have seen or received through the platform.

3. Not a Medical Device

The Employee Wellbeing Dashboard, and the health-screening functionality it makes available, is not a registered medical device and has not been evaluated or approved by the South African Health Products Regulatory Authority (SAHPRA), the U.S. Food and Drug Administration (FDA), or any equivalent regulatory authority. It is not intended to diagnose, treat, cure, or prevent any disease or medical condition.

The physical health screening feature uses camera-based photoplethysmography (PPG) technology, licensed from a specialist third-party technology provider, to estimate certain physiological and wellness indicators. Health with Heart does not alter, validate, or independently verify the underlying readings generated by this technology. As with any camera-based or remote sensing method, results may be affected by factors such as lighting, movement, skin tone, device quality, or positioning, and may not always be complete, accurate, or precise. Screening results should be treated as a general wellness indicator only, and should not be relied on in place of a clinical measurement or professional medical assessment.

4. Mental Health & Employee Assistance Support

The confidential counselling and triage support accessible through the platform is intended to provide general wellbeing support and is not a substitute for emergency medical or psychiatric care. If you are experiencing a mental health crisis or emergency, please contact your local emergency services or a crisis helpline immediately.

Suicide Crisis Line on 0800 567 567 or SADAG Mental Health Line 011 234 4837

These counselling and support services are delivered by a dedicated, appropriately licensed service provider integrated into the platform; Health with Heart does not itself provide counselling.

5. Financial Wellness Content

Financial education content and coaching resources available on the platform are provided for general informational purposes only and do not constitute financial, investment, tax, or legal advice. You should consult a suitably qualified and licensed financial advisor before making any financial decisions. This content is delivered by a dedicated third-party financial coaching provider integrated into the platform.

6. Learning Content

The platform's learning content is provided for general educational and self-development purposes only, covering topics across physical, mental, financial, and social wellbeing. Health with Heart does not guarantee that engaging with this content will achieve any particular outcome or result. Certificates of completion, where offered, indicate participation only and do not constitute a professional qualification, accreditation, or endorsement unless expressly stated. This content is delivered through a dedicated third-party learning platform integrated into the dashboard, and remains the intellectual property of its respective content owner(s).

7. Use of Artificial Intelligence

Certain features of the platform may use artificial intelligence or automated data-processing technologies to generate personalised insights or recommendations. These outputs are designed to support — not replace — your own judgement and any relevant professional advice. They may be incomplete or not fully applicable to your individual circumstances, and any reliance you place on AI-generated content is at your own discretion and risk.

8. Third-Party Service Providers

Health with Heart integrates carefully selected, reputable third-party providers to deliver certain elements of the platform, including health screening technology, confidential counselling services, learning content, and financial coaching. While Health with Heart selects and manages these providers with care, each provider remains responsible for the accuracy, quality, and delivery of their own respective content and services. Health with Heart does not guarantee the accuracy or completeness of information sourced from these third parties and accepts no liability for errors, omissions, or interruptions attributable to them.

9. Data Protection & Privacy

Health with Heart processes personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA) and, where applicable, other relevant South African legislation, including the Electronic Communications and Transactions Act 25 of 2002. Personal information is collected, used, and shared lawfully, fairly, and transparently, and only to the extent necessary to deliver the platform's services.

Only anonymised, aggregated data trends are shared with your employer. Your individual responses and personal health, mental health, financial, and learning-activity information are kept confidential and are not disclosed to your employer.

Your rights

Subject to applicable law, you have the right to:

- request access to the personal information we hold about you;
- request correction of inaccurate or outdated information;
- request deletion of your personal information, subject to any legal or contractual retention requirements;
- object to the processing of your personal information, where permitted by law; and
- lodge a complaint with the Information Regulator of South Africa.

For any queries regarding your personal information, or to exercise any of these rights, please contact our Information Officer at yolandi@healthwithheart.co.za

10. Errors, Omissions & Availability

While Health with Heart takes reasonable steps to keep the platform accurate, current, and available, content may be updated or amended without notice, and we do not warrant that the platform will be uninterrupted or error-free. Health with Heart is not liable for any loss or damage arising from reliance on outdated or inaccurate content, or from any temporary unavailability of the platform.

11. Limitation of Liability

To the maximum extent permitted by applicable law, Health with Heart and its directors, employees, and service-provider partners accept no liability for any direct, indirect, incidental, or consequential loss or damage arising

from your use of, or inability to use, the platform, its content, or any tools, insights, or recommendations generated through it. All use of the platform is at your own risk. Where liability cannot lawfully be excluded, Health with Heart's total liability will be limited to the fees, if any, paid by your employer for your access to the platform.

12. App Store Availability

The Employee Wellbeing Dashboard app is made available for download via the Apple App Store and Google Play Store and is intended solely for use by employees of Health with Heart's participating corporate clients, accessed via a company-specific registration link. Use of the app is subject to this Disclaimer Notice, our Privacy Policy, and our Terms of Use, all available at www.corporate.healthwithheart.co.za.

13. Contact Us

If you have any questions about this Disclaimer Notice, please contact us at workwell@healthwithheart.co.za or write to us at *1 Fredman Drive, Sandton 2196*.

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