



Office of the Head of Department

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COOKIE POLICY

1. What are Cookies?

Cookies are small data files. When you visit a website, the website sends the cookie to your computer. Your computer stores it in a file located inside your web browser.

Cookies do not transfer viruses or malware to your computer. Because the data in a cookie does not change when it travels back and forth, it has no way to affect how your computer runs, but they act more like logs (i.e. they record user activity and remember stateful information) and they get updated every time you visit a website.

We may obtain information about you by accessing cookies, sent by our website. Different types of cookies keep track of different activities. For example, session cookies are used only when a person is actively navigating a website. Once you leave the website, the session cookie disappears. For a more detailed list of cookies we use, please read the relevant section below.

2. Why are Cookies Useful?

We use functional cookies to analyse how visitors use our website, as well as track and improve our website's performance and function. This allows us to provide a high-quality customer experience by quickly identifying and fixing any issues that may arise. For example, we might use cookies to keep track of which website pages are most popular and which method of linking between website pages is most effective. The latter also helps us to track if you were referred to us by another website and improve our future advertising campaigns.

Here is an overview of some of the functions our cookies provide us with:

- a) verifying your identity and detecting the country you are currently visiting from;
- b) checking browser type and device;
- c) tracking which site the user was referred from; and
- d) allowing third parties to customise content accordingly

Together, moving the health system forward

Fraud prevention line: 0800 701 701

24 hour Call Centre: 0800 032 364

Website: www.echealth.gov.za



3. Type of Cookies We Use

3.1. Functional cookies:

These cookies are essential for the running of our website. Without these cookies our websites would not function properly. These are saved temporarily as login information and expire once the browser is closed.

3.2. Analytical cookies:

The information provided by analytical cookies allows us to analyse patterns of visitor behaviour and we use that information to enhance the overall experience or identify areas of the website which may require maintenance. The information is anonymous (i.e. it cannot be used to identify you and does not contain personal information such as your name and email address) and it is only used for statistical purposes. Behavioural cookies are similar to analytical and remember that you have visited a website and use that information to provide you with content which is tailored to your interests.

3.3. Promotional cookies:

These cookies are used to track visitors across websites. The intention is to display ads that are relevant and engaging for the individual user and thereby more valuable for publishers and third-party advertisers.

3.4. Preferences cookies:

Preference cookies enable a website to remember information that changes the way the website behaves or looks, like your preferred language or the region that you are in.

4. To change your cookie settings, you need to open your web browser's main menu, select Settings, and then go to the Privacy and security section.

Yours in quality service delivery



DR M XAMLASHE

HEAD OF DEPARTMENT (acting)

DATE: 24/08/2026

COOKIE POLICY

