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## PROTECTION OF PERSONAL INFORMATION (POPI) ACT 4 OF 2013 CONSENT AND NOTICE

### OUR BUSINESS

In terms of the POPI Act, 2013 the FSP is regarded as a Responsible Party.

### INFORMATION THAT WE COLLECT

We collect and process your personal information (PI) mainly to provide you with access to the services and products of the providers with whom we have contractual agreements in place and to help us improve our services to you. The type of information we collect will depend on the need for which it is collected and will be processed for that specific purpose only. Where possible, we will inform you what information you are required to provide to us and what information is optional for us to offer and conclude any insurance related transactions, it is mandatory for you to supply us with certain basic information. The consequences of failure to provide such information will result in us being unable to conduct a needs analysis, render appropriate advice, generate quotes, proposals or to commence or conclude the requested transaction. Your basic information is required in terms of the legislation applicable to the financial product requested and our FSP licence obligations. With your consent, we may also supplement the information that you provide to us with information we receive from other providers to offer you a more consistent and personalized experience in your interactions with us. When you elect to take up offerings from our contracted providers, they may also require additional information from you, and they will be subject to the same privacy regulations as we are subject to.

### HOW WE USE YOUR INFORMATION

We will use your PI only for the purposes for which it was collected and agreed to with you. This may include: Providing products or services to you and to carry out the transaction you requested; For underwriting purposes; Assessing and processing claims; Conducting credit reference searches or verification; Confirming and verifying your identity; Credit assessment and credit management; Determine claims history; Detection and prevention of fraud, crime, money laundering or other malpractice; Conduct market/customer satisfaction research; For audit and record keeping purposes; In connection with legal proceedings; Providing our services to you, to carry out the services you requested and to maintain and constantly improve our relationship with you; Providing you with communications in respect of our business and regulatory matters that may affect you; In connection with and to comply with legal and regulatory requirements or when it is otherwise allowed by law. The nature of the contractual relationship between the FSP and you may result in further processing of your PI. Further processing will be compatible with the purpose for which it was collected.

### DISCLOSURE OF YOUR INFORMATION

We may disclose your PI to our providers whose services or products you elect to use. We have agreements in place to ensure that they comply with our privacy terms and conditions. We may also share your personal information with and obtain information about you from: Third parties for the purposes listed above; Other companies in the industry when we believe it will enhance the services and products we can offer to you, but only where you have not objected to such sharing; Other third parties from whom you have chosen to receive marketing information.

We may also disclose your information where we have a duty or a right to disclose in terms of applicable legislation, the law or where it may be necessary to protect our rights.

### SAFEGUARDING YOUR INFORMATION

We are required to adequately protect PI and to avoid unauthorised access and usage. We will continuously review our security controls and processes to ensure that your PI is secure. Our security policies and procedures cover: Physical security; Computer and network security; Access to PI; Secure communications; Security in contracting out activities or functions; Retention and disposal of information; Acceptable usage of PI; Governance and regulatory issues; Monitoring access and usage of private information; Investigating and reacting to security incidents. When we contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that PI that we remain responsible for, is kept secure. We will ensure that anyone, to whom we pass your PI, including a third country or international organisation, agrees to treat your information with the same level of protection and privacy regulations as we are subject to.

### YOUR RIGHTS

You have the right to: access the PI we hold about you; ask us to update PI, rectify or delete your PI; object to the processing of your PI; lodge a complaint with the Information Regulator on [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za), alternatively visit the website on [www.justice.gov.za](http://www.justice.gov.za). We will take all reasonable steps to confirm your identity before providing details of your PI or making changes to your PI. Any such access request may be subject to a payment of a legally allowable fee

### CHANGES TO THIS NOTICE

We may amend this Notice from time to time. Please check our website periodically for changes.