

PROTECTION OF PERSONAL INFORMATION ACT (POPI ACT)

PRIVACY POLICY

For the Client, the POPI Act is about the protection of your personal information and indicates how it may be collected used and shared.

We at Surelink Short Term Insurance Brokers cc take the Act very seriously and have implemented its principles in our business. We have been prioritising our compliance with the act and will continue to do so.

PURPOSE OF COLLECTING PERSONAL INFORMATION

We only collect Clients Personal Information as much as required, directly from you or your authorised representative for the reason of assisting you. And then to responsibly share it only with companies that can provide the products and solutions to you, to keep it safe and destroy it when no longer legally required to keep it.

- Assisting you to enter into any insurance agreements with insurers
- Providing you with financial advice, quotes on financial products and financial services
- To verify your identity and to conduct credit reference searches
- To issue, administer and manage your insurance policies
- To obtain insurance quotations from various insurers
- To deal with premiums
- To process insurance claims and to take recovery action
- To notify you of new products or developments that may be of interest to you
- To confirm, verify and update your details
- To carry out any instructions that pertain to your insurance policy and requests and requirements
- To comply with any legal and regulatory obligations

PROCESSING OF PERSONAL INFORMATION

The act of processing information includes any activity or any set of operations, whether or not by automatic means, concerning personal information and includes: the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; dissemination by means of transmission, distribution or making available in any other form; or merging, linking, as well as any restriction, degradation, erasure or destruction of information.

The following Personal Information may be processed by your broker for the purpose set out above, are:

full names and surname; identity and or Passport number; Home and or business address; Proof of Income such as your payslip; Bank Statements; marital status; contact details; banking details; assets; race; gender; liabilities, occupation; birth date; gender; title; insurance history; claims history; company name and company registration number; where the policyholder and or data subject is a company; main place of business and contact details where the policyholder or data subject is a company including liabilities, assets, information on how the business trades or their main trade of business; name, surname, address, and identity number of directors and/or members.

The above personal information will be supplied by you or by third parties for the purposes stated above.

The personal information may also be accessed through third parties such as Companies and Intellectual Property Commission portal, credit bureaus, and other insurance companies. The supply of the above information is required for you to be able to enter into and maintain insurance agreements with the Insurer.

RECIPIENTS OF PERSONAL INFORMATION:

The following persons may be recipients of the personal information that is being processed (the list is not intended to be complete):

- Our staff members
- Insurance and reinsurance companies
- 3rd party compliance officer / consultant
- Industry bodies
- Regulatory bodies
- State institutions
- Service providers such as specialist investigators and loss adjusters
- Premium collection agencies
- Insurance operating systems operators

The recipients and third parties are also required to take precautions to treat your personal information confidentially and with the required security measures and protocols.

Your personal information may be hosted on servers and processed by recipients and third parties, which may be located outside of South Africa

SECURITY PROTOCOLS

All personal information collected will be stored and maintained on secure servers with only authorised persons allowed to view the personal information for purposes of maintaining and processing your policy, claims or complaints you may have. Insurers and Surelink Short Term Insurance Brokers cc will take appropriate, reasonable technical and organisational measures to avoid loss of or unlawful access to personal information.

CHILD PRIVACY

We do not address anyone under the age of 18. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

QUERIES

Should you have any queries or concerns, please email

- Our Offices: paul@surelink.co.za

If you need more information or have any concerns, please contact the Information Regulator below:

- Information Regulator : infoereg@justice.gov.za
- Website: <http://www.justice.gov.za/infoereg/>
- Tel: 012 406 4818