



## Protection of Personal Information Act No. 4 of 2013 (POPIA)

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### 5. PRIVACY NOTICE

#### What is personal information?

POPI defines personal information as information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:

- Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, birth of the person
- Information relating to the education or the medical, financial, criminal, or employment history of the person
- Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person
- The biometric information of the person
- The personal opinions, views or preferences of the person
- Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence
- The views or opinions of another individual about the person
- The name of the person if it appears with the other personal information relating to the person or if the disclosure of the name itself would reveal information about the person

#### Purpose of collecting your personal information

We need your personal information to:

- Provision of accounting and tax services
- Providing feedback to and communicating to you about services rendered
- Keep you informed of new products and services
- Help us to improve our services to you
- Confirm and verify your identity for credit control purposes
- Comply with statutory obligations including FICA, VAT, taxes, statutory
- Comply with internal audit and record keeping purposes
- Providing information to third parties such as banks
- Generally, to comply with all legal and regulatory requirements which may from time to time be applicable to our industry



### Disclosure of your personal information

Your personal information is kept confidential, but we may disclose it in certain circumstances, including the following:

- To any sub-contractor used by us in the provision of your financial services
- To any service provider we may use in the provision of your financial services
- To a court if we are required by subpoena to do so
- To any statutory body, including the regulator in terms of POPIA

### Protecting of your personal information

POPIA requires us to have arrangements in place which protect your personal information from unauthorised access abuse. We have the following arrangements:

- Physical security of our records
- Electronic security protecting access to our computer and network records
- Secure communications
- Restrictions to ensure that any sub-contractor or service provider is bound by similar arrangements to protect your personal information.

### Access to your personal information

You may contact us at any time to enquire what personal information of yours we hold. We will make the information available to you upon request and after reasonable satisfaction that you have confirmed your identity to us.

### Correction of personal information

We are obliged to store information which is accurate and updated. You may update, correct, amend or delete your personal information at any time. We will take all reasonable steps to confirm your identity before making changes to personal information.

### Complaints

You have the right to address any complaints you may have regarding how we process your personal information, which should in the first instance be directed to us, alternatively you may contact the personal information regulator on the email address [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za).

### Amendments

We reserve the right to amend this notice from time to time. If we do so, you will be given notice in writing.