

The Protection of Personal Information Act No. 4 of 2013
("POPIA"/"POPI")

PRIVACY STATEMENT

1 .Organisation

Royal Administrators (Pty) Ltd
Grayston Office Park
Building 4, 128 Peter Road
Simba, Sandton, 2196
Company Reg no: 1999/002332/07

2 .Introduction

2.1 For purposes of this Statement:

2.1.1 "Organisation" means Royal Administrators (Pty) Ltd

2.1.2 "Client" or "you" or "your" or "data subject" means any prospective, new or existing client of the organisation; and or any Insured you may represent.

2.1.3 This Statement sets out how your personal information will be used by the organisation and applies to any information, including personal information you give to the organisation or which the organisation may collect from third parties, including your insured.

2.1.4 By submitting any personal information to the organisation you provide consent to the processing of your or your insureds personal information as set out in this Statement.

3. Privacy statement implementation date: 01 July 2021

4. Privacy and Indemnity

4.1 The organisation is committed to ensuring the privacy and integrity of your information. We take your privacy and the protection of your personal information very seriously, and we will only use your personal information in accordance with this Statement and applicable data protection legislation.

4.2 We have implemented reasonable technical and operational measures to keep your personal information secure.

4.3 You hereby indemnify and hold the organisation harmless from any loss, damages or injury that you may incur as a result of any unintentional access or acquisition of your personal information to unauthorised persons or the provision of incorrect or incomplete personal information to the organisation.

5. Personal information

5.1 Information which we may collect about you included but not limited to;

5.1.1 Your name, address, contact details, date of birth, place of birth, identity number, bank details, details about your employment, tax number and financial information.

5.1.2 Records of correspondence or enquiries from you or anyone acting on your behalf.

5.1.3 Details of transactions you carry out with us.

5.1.4 Details of contracts and sales you carry out with us.

5.1.5 Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier, biometric information of the person or other particular assignment to the person.

5.1.6 Where you provide us with the personal information of third parties you should take steps to inform the third party that you need to disclose their details to the organisation.

5.1.7 Special personal information.

6. Compliance

6.1 The organisation will:

6.1.1 Comply with both the law, code of conduct and good practice.

6.1.2 Respect individuals' rights.

6.1.3 Be open and honest with individuals whose data is held and processed.

6.1.4 Provide awareness and support for staff who handle personal data, so that they can act confidently and consistently.

6.1.5 .Keep information securely.

6.1.6 Ensure that the legitimate concerns of individuals about the ways in which their data may be used are taken into account.

6.1.7 Obtain customer consent for using their personal information.

7. Information Officer

7.1 The organisation's Information officer: Glen Waisbrod

8. Processing Limitation

8.1 Personal information may only be processed in a lawful, reasonable manner without infringing the privacy of the data subject. Personal information may only be processed if the data subject consents to the processing of personal information.

8.2 The organisation undertakes to gain written consent where appropriate and applicable to do so; alternatively a recording must be kept of verbal consent.

9. Purpose specification

9.1 The collection of personal information must relate at all times to a specific, explicitly defined and lawful purpose, related to the function of the responsible party.

10. Retention periods

10.1 The organisation may not retain records of Personal Information of data subjects for longer than is necessary for achieving the purpose for which the information was collected except if retention is required by law.

11. Use of Cookies where applicable

11.1 The organisation has implemented reasonable technical and operational measures to keep your personal information secure, the organisation does not control the confidentiality, access to or dissemination of information which is retrieved through the use of "cookies" or information retrieved through the collecting and storing of IP addresses of visitors to the organisations website.

12. Information quality

12.1 The organisation will regularly review its procedures for ensuring that its records remain accurate and consistent.

13. Updating

13.1 The organisation will review all personal information periodically and make sure the only data of personal information that they have is necessary.

14. Archiving and sharing of information

14.1 All Personal Information which you provide to the organisation will be held and/ or stored securely for the purpose of collection. Your Personal Information will be stored electronically in a database.

14.2 Information about our clients is not sold to any third parties.

14.3 The Organisation shares customer information as described below:

14.3.1 Third Party Service Providers: the organisation appoints other companies and or individuals to perform functions on the organisations behalf. Third party service providers have access to personal information needed to perform their functions. Third party service providers must process the personal information in accordance with this privacy statement and as permitted by South African data protection legislation.

14.3.2 Protection of the organisation and others: The organisation releases account and other personal information when the organisation believes that such a release is appropriate to protect the rights of the organisation.

14.3.3 To a prospective buyer or seller of any of the organisations businesses or assets.

15. Openness

15.1 The organisation is committed to ensuring that in principle the responsible party of the organisation must take reasonable practical steps to ensure that the data subject is aware of the information being collected.

16 Procedure of data collection

16.1 Data subjects will generally be informed in the following ways on the procedure of data collection:

16.1.1 Policies

16.1.2 Privacy Notice

16.1.3 Consent Forms

16.1.4 Verbal consent on recorded phone calls

17 Security measures

17.1 The organisation will ensure that all necessary controls are in place to secure the access to personal information.

18 Access to personal information:

18.1 A data subject, having provided adequate proof of identity, has the right to request from the organisation whether or not the organisation holds personal information about the data subject; and may request from the organisation the record or a description of the personal information about the data subject held by the organisation.

19. Trans Border Information flow

19.1 The organisation will only transfer personal information from South Africa to a foreign country subject to:

19.1.1 The person or company receiving the information is subject to similar laws.

19.1.2 The subject has agreed to the transfer of information.

20. Staff acceptance of responsibilities

20.1 The organisation will ensure that all staff sign acceptance of this privacy statement once they have been trained and have an understanding of the organisations privacy statement and their responsibilities in terms of the organisations privacy statement and the POPI Act.

21. Privacy statement review

21.1 The Information Officer is responsible for reviewing the POPI privacy statement frequently and to update the privacy statement if necessary.