



02 July 2021

Protection of Personal Information Act No 4 of 2013 ("POPI")

Dear Valued Client,

Versaflex Insurance Brokers (Pty) Ltd. is committed to further compliance to applicable legislation and/or subordinated legislation, including treating our customers fairly, with due skill, experience, and expertise, and have implementation compliance with POPIA (Protection of Personal Information Act No 4 of 2013 ("POPI")).

Versaflex Insurance Brokers (Pty) Ltd., and/or associated service providers, values your personal information and respects your constitutional right to privacy. We are bound by the terms and provisions of the Protection of Personal Information Act No 4 of 2013 ("POPI") regarding the acquisition, usage, retention, transmission, and deletion of your personal information.

What is Lawful Data Processing?

Terminology:

Data Subject: the person the data is about, you, our Valued Client.

Responsible Party: Versaflex Insurance Brokers (Pty) Ltd., and/or associated service providers.

Operator: the group that processes the information for the Responsible Party. This is the Insurer.

The **Responsible Party** must take accountability to comply with the POPIA. We are committed to processing your personal information in accordance with relevant legislation. Please refer to our website: <https://versaflex.co.za/compliance> and view our policies and procedures.

The **Responsible Party** must have a good reason for processing Personal Information, such as consent from the **Data Subject** and the **Data Subject** must know why the **Responsible Party** is processing their Personal Information: Your personal information provided to us is collected for the purpose of being your Insurance Broker.

The **Responsible Party** can only process Personal Information again if it's for the same purpose they got consent from the **Data Subject** for. We share your relevant Personal Information with other role players (your Insurer), industry bodies, credit agencies, and/or service providers only for the purpose as discussed and consent obtained for. We provide your personal information to insurers in the event

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of a loss, and you institute a valid claim. We ensure your premiums and insurance product according to your insurance needs.

The **Responsible Party** oversees ensuring the Personal Information they process is correct and complete. We are required to collect and process current and up-to-date information, which is authentic and accurate, including sharing of information regarding past insurance policies and claims that you have made. Please always remember to disclose all material facts to us.

The **Responsible Party** must be open with the **Data Subject** about how they are processing their Personal Information in such a way that they know what is happening to their information. We use your information as stated above and confirm we have no agreement with, nor do we provide or make available your personal information for any direct marketing purposes.

The **Responsible Party** is charged with the security and protection of Personal Information they collect and must implement reasonable security measures. We take every reasonable precaution to protect your personal information from theft, unauthorised access, and disruption of services.

The **Responsible Party** must communicate with the **Data Subject** about processing their Personal Information and allow them to correct or update their information. You may amend, update, change or correct your personal information processed by us. A material fact is one that is likely to influence a prudent Insurer's judgement. Failure to disclose could prejudice your rights to indemnity in the event of a claim or cause Insurers to void your policy. You may request to view your personal information held by us and we shall make same available to you.

Regards

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