

## **Investa Financial Services(Pty) Ltd (Investa) - FSP 24958 PRIVACY POLICY**

The processes contained herein forms part of Investa’s internal control structures and procedures.

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## INTRODUCTION

This policy explains the privacy policy of INVESTA FINANCIAL SERVICES (PTY) LIMITED. It explains how we obtain, use and or disseminate your personal information. We are committed to protecting your privacy and ensuring that your personal information is collected and used properly and lawfully.

## PURPOSE

This policy explains how we deal with your personal information and explains your rights, as more fully set out in the Protection of Personal Information Act ('the Act'). This policy is subject to the Act and also any applicable codes of conduct that may be issued by a regulator from time to time.

However, the following principles are important to us:

- We value the trust that you place in us by giving us your personal information. We will always use your personal information in a way that is fair and worthy of that trust.
- You are entitled to clarity on how we use your personal information. We will always be transparent about the information we collect, what we do with it, and with whom we share it.
- We will work with you to resolve any concern about how we use your information.
- We will take all reasonable steps to protect your information.
- We will comply with all applicable data protection laws. In the absence of data protection laws, we will apply generally accepted principles governing data protection.

## OUR COMPANY

### Intermediary services

We are acting as an intermediary for specialised premium collection services and opening of accounts in respect of financial products

### Advice

We are referring financial planning, short-term and long-term insurance and collective investments to registered financial services providers (FSP's) in South Africa. A detailed needs analysis and product comparison will be undertaken by a preferred FSP and an adviser, employed by the FSP, will present the advice and implement the solution, if accepted by you.

## **COLLECTION OF PERSONAL INFORMATION**

We collect and process personal information to introduce you to a range of products and services offered by a panel of FSP's. The type of information we collect will depend on the purpose for which it is collected and used. We will only collect information to enable a FSP to provide you with the products and services that you require.

We will collect information directly from you and will also collect information about you from other sources as explained below.

## **YOUR PERSONAL INFORMATION**

We will use your personal information only for the purposes for which it was collected or as agreed, for example:

- to enable us or another FSP to provide products or services to you
- to execute any transaction requested by you
- to maintain a relationship with you
- to conduct credit reference searches verification or
- to confirm and verify your identity
- to detect and prevent fraud, crime, money laundering or other malpractice
- for debt tracing debt or recovery
- to conduct market customer satisfaction research, or for statistical analysis
- for audit and record keeping purposes
- to liaise with third-party service providers to offer services that require you may for legal proceedings
- to comply with legal and regulatory requirements or industry codes.

## **INFORMATION DISCLOSURE**

We share your personal information with other FSP's as needed to deliver products or services to you.

This exchange of information is governed by contractual relationship with our FSP's setting expected standards of protecting personal information.

We will disclose or report your personal information if required to do so by law or any regulatory authority.

## **INFORMATION SECURITY**

We undertake to provide protection for the personal information we hold and to prevent unauthorised access to your personal information. We will continue to review our security controls to ensure that your personal information is secure.

Our security policies and procedures include:

- physical security
- computer and network security
- secure communications
- security when contracting out activities or functions
- monitoring access and use of private information
- investigating and reacting to security incidents

Should we transfer your personal information to another country, for example when we use off-site cloud data storage facilities, it will be subject to the level of legal protection of that country.

## **ACCESS TO INFORMATION**

You have the right to request a copy of the personal information we have on record for you. You may contact us at the email address below.

Please note that such requests may be subject to legally allowable fees.

## **CORRECTION OF INFORMATION**

You have the right to ask us to update, correct or delete your personal information, subject to any legal requirements.

Keeping your personal information up-to-date and accurate remains your responsibility.

## **RETENTION OF YOUR PERSONAL INFORMATION**

We will retain your personal information to allow you a reasonable opportunity to request access to it at any time during or after your relationship with us.

We will retain information for longer periods for historical, statistical and research purposes.

We have established appropriate safeguards against your records being used for any other purposes.

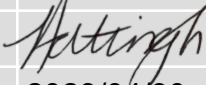
You may contact us to request that your personal information be de-identified. We will however retain the de-identified information for historical, statistical and research purposes as set out above.

## INVESTA CONTACT INFORMATION

For any queries or feedback relating to this policy, please contact us through any of the communication channels provided below:

- Telephone number: (012) 004 1445
- Address:  
The Club Retail Centre, Shop 201,  
The Workspace Offices, Cnr Pinaster Avenue & 18th Street,  
Hazelwood, Pretoria, 0081
- Email address:
  - For complaints: [complaints@investa.co.za](mailto:complaints@investa.co.za)
  - Other communication: [management@investa.co.za](mailto:management@investa.co.za)
- Website: [www.investa.co.za](http://www.investa.co.za)

## POLICY APPROVAL

|                |  |
|----------------|--|
| Name & Surname | Christiaan Hattingh  |
| Position       | CEO  |
| Signature      |  |
| Date           | 2023/04/30   |