

PRIVACY POLICY

1. Introduction

The importance of protecting your personal and/or business information is highly valued by Sevenstone Investments 115 (Pty) Ltd (Sevenstone) and we subscribe to the principles of **The Protection of Personal Information Act 4 of 2013**. We take our responsibility to protect your personal information very seriously.

Sevenstone respects your right to privacy, security and online safety and will collect, use and retain your information in accordance with this policy. This notice explains how we collect, use, share and protect your personal information, as required by the Protection of Personal Information Act (POPIA).

2. Definitions

“*Personal Information*” has the meaning ascribed to it in the Protection of Personal Information Act 4 of 2013 and “*policy*” means this privacy policy. For the purposes of this policy, personal information relates to specific information provided to Sevenstone, in the process of obtaining relevant/suitable Insurance solutions for our clients and potential clients.

“*Business Information*” relates to specific information provided to Sevenstone by a Business in the process of obtaining relevant/suitable Insurance solutions for our clients and potential clients.

3. Examples of the information Sevenstone may require

3.1 Personal Information

- Your name, surname and identity number;
- Age;
- Marital status;
- Date of birth;
- Physical and Postal address;
- e-mail address and contact detail (to communicate with you).

3.2 Business Information

- CIPC information (company name, registration number, directors and shareholders);
- Physical and Postal address;
- E-mail address and contact detail
- Proof of an individual’s authority to act on behalf of the company and their identity;

4. Why Sevenstone require your information

Sevenstone have to process some of your personal information in order to provide you with our products and services, which is also required by Financial Services, Tax and other Legislative bodies.

This information is used by us to support your interaction with our company, and to contact you to respond to your query, complaint or request for information. Your personal information is gathered through channels we use to distribute, communicate and deliver our Products. We only use service providers we trust, and who have agreed to keep your data secure and confidential and to help us:

We use your personal information in order to do the following:

- identify you and communicate with you
- process your requests or instructions and process payments
- manage your policy
- follow the laws of South Africa - when we process premium payments, we have to process certain data to comply with legislative requirements.
- detect and prevent fraud
- offer other products and services to you
- securely host your data

We process this personal data with your consent.

These details will be used only by our staff and/or agents, and will not be passed on to any third parties or other marketers unless you give us explicit permission to do so.

5. Treatment of Information

Sevenstone values the information you choose to provide and that which we collect from you, and will take reasonable steps to protect your personal information from loss, misuse or unauthorized alteration. In terms of legislation, information will be provided to your insurer. Information relating to you is stored in databases that have built-in safeguards to ensure the privacy and confidentiality of that information. Please note, however, that Sevenstone cannot guarantee the security of any personal information that you disclose online.

Whenever you use this website, complete a quotation or application form or contact us electronically, we will process and collect your personal information.

Sevenstone will use your personal information only as appropriate in the normal course of business. We do not intentionally collect information on children. Unless otherwise agreed, or unless you have the consent of your guardian or parent, you may not provide personal information to us if you are under the age of 18.

The following are reasons why we would collect your personal information:

- to identify you;
- for us to process your instructions to us;
- to manage your policy/ies;
- compliance with the laws of the Republic of South Africa;
- detecting fraud; and/or

Sevenstone does not permit the selling or providing of personal information to third parties for independent use. We may, however, share your personal information with our partners if that information is required to provide you with the product or services requested by you. Our business partners will adhere to using your personal information as directed by Sevenstone.

We will disclose your personal information when required to do so:

- by any regulatory authority (like the Financial Services Board) for the various financial sectors;
- to comply with any regulation passed under relevant legislation, or any legal process;
- to protect and defend Sevenstone's rights and property (including Sevenstone's intellectual property); or
- when you have expressly authorized Sevenstone to do so.

We may also contact you about our products which we believe may be of interest to you.

If at any stage after you have given us your consent, change your mind and no longer wish us to contact you about our products, we will respect your decision. You will always be given the opportunity to instruct us to remove your contact details from our mailing list.

6. Access to information

You have the right to access your own personal information that Sevenstone keeps about you. Upon request, we will provide you with a description of the information that we maintain about you as required by law. Please contact us by email at info@sevenstone.co.za.

Sevenstone Investments 115 (Pty) Ltd is an authorised Financial Services Provider (FSP 11 321).

If you feel that we are not living up to our stated Privacy Policy, or if you have any questions about this Privacy Policy, please contact: info@sevenstone.co.za.