

## **The Protection of Personal Information Act, 2013 (Act 4 of 2013)** **(“POPIA”)**

**This page provides information about the use of personal information when engaging with Procon Insurance Brokers CC (Procon), (Reg No: FSP4176), whilst you are a staff member, temporary worker, consultant, volunteer, individual, business, client or potential client**

### **Definition of “personal information”**

‘Personal information’ means any information which relates to or identifies you as an individual.

We are aware that privacy is very important and would like to explain how we collect and manage your personal information.

### **Personal information that could be processed**

We collect personal information directly from you or from a service provider. This is only done with your knowledge and formal authorization. We process your personal information:

- when you ask for a quotation with reference to a financial product.
- when you purchase a financial product.
- when you ask for policy information via **Procon** or **Astute**.
- when you ask to draw a policy schedule via **Procon** or **Astute**.
- to provide you with service on your existing financial portfolio.
- when you submit a claim.
- when you submit enquiries to us.
- when you contact us telephonically, so that we may identify you.

### **Other personal information that could be processed**

The type of personal information we collect will generally depend on the type of financial products you have with us and what the respective product supplier requests from us.

Personal information includes (but is not limited to), your name, email address, physical address, contact telephone numbers, occupation, and details of other communications we have had with you.

If you interact with us and you choose to provide personal information that is considered “special personal information” under the Protection of Personal Information Act, this is entirely up to you.

This could include categories like racial or ethnic origin, or religious and political views. If a third party shares this type of information with us, we will notify you, and in return you must confirm that you are comfortable with this or alternatively indicate that we need to remove the special personal information from our records.

For potential employees, the type of information we’ve collected might be more detailed. This could include the examples above, as well as details pertaining to your Curriculum Vitae, bank details, and emergency contacts. This information will only be stored and utilized whilst the employee is in our employment.

### **Webpage compliance with reference to data protection**

When you access our website, we might collect information that you have shared with us directly and indirectly.

**Direct information:** could include the details that you have chosen to share with us when making a contact enquiry or submitting a job application.

**Indirect information:** could be data we capture from cookies (we make use of cookies on our website), which allows us to see when people cannot find the information they are looking for on our website. This type of information is **always** anonymous and does not identify you personally.

Some information may also be collected automatically whenever you visit our website. This is largely used for analytic purposes to better understand how visitors are using the website. This may include your IP address, browser and/or operating system information, the date and time you visited the website, the amount of time you spent browsing the site, your geographic location (if you have enabled this functionality on your browser), the pages you view while using the website, and any search terms you enter in the website’s search bar. This information is aggregated and therefore individual personal information, behavior or patterns cannot be identified.

We will, wherever possible, inform you if the information is required or optional. With your consent, we may also supplement the personal information you provide, with information we receive from other companies within the insurance industry, to offer you a more consistent and personalized experience in your interactions with us.

If, for example, you are a potential client and someone referred you to us, we will always provide the reason we received the information, from whom we received it and for what purpose the information will be utilized.

### **The purpose and legal basis of the processing of personal information**

To meet our obligations to you we need to collect personal or other information:

- to fulfil your contractual needs for financial products you have invested in via Procon Insurance Brokers with our service provides.
- to follow your instructions.
- to contact you in the event you have logged a query or complaint via our website.
- to inform you of new services and to ensure that our business is always geared towards your needs.

We will only use the information collected from you for the intended purpose.

#### ***The purpose may include one of the following:***

- to provide financial products or services to you.
- to contact you about your enquiry.
- to send you relevant newsletters and market news updates (You can opt-out/Unsubscribe at any time).
- to effectively carry out requested instructions and to maintain our working relationship.
- for risk underwriting purposes.
- to assess and process claims.
- to do any servicing change on an existing contract.
- to confirm and verify your identity or to verify that you are an authorised user for security purposes.
- for the detection and prevention of fraud, crime, money laundering or other malpractice.
- to conduct market or customer satisfaction research or for statistical analysis.
- for audit and record-keeping purposes.
- in connection with legal proceedings.
- governance and regulatory requirements.
- monitoring access and usage of personal information.
- investigating and reacting to security incidents.
- for compliance with a legal obligation (e.g., the administration of taxes).

### **Sharing of personal information with other parties**

We may disclose your personal information to any Insurance Company, Financial Services group, and/or to our service providers who are involved in the delivery of products or services to you. This may include service providers and/or third parties located outside the Republic of South Africa ("RSA") to cater for information that may be transferred offshore and/or information that is stored in a cloud server, where such servers are located outside the RSA.

We may also disclose your information where we have a legal obligation or duty to do so, or where it is necessary to protect our legal rights.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on such third parties, to ensure that the personal information that we remain responsible for, is kept secure.

We will not use your information for any other purposes without your consent.

### **The storage of personal information**

Whether it is stored in a physical or digital format, we are legally obliged towards making sure that your information is secure and safe. We will, on a continuing basis, review our security controls and related processes to ensure that your personal information is kept safe and secure.

This includes measures like applying password protection, using secure server and document management systems, and ensuring any inactive data is archived or destroyed.

In the unlikely event of a security breach, we will do everything possible within our scope to comply with digital and legal best practices when managing and mitigating unauthorised access of information.

Our security policies and procedures include:

- physical security of information.
- computer and network security.
- access to personal information as required by The Protection of Personal Information Act
- secure communication channels.
- retention and disposal of information in a safe and secure manner.
- acceptable usage of personal information.

### **Procedure for concerns and complaints**

We always value feedback, questions or concerns on privacy and comments in general on how we engage with you.

We are always open to personally discuss any concerns or complaints you may have with our protection policy. Should you however not be satisfied with our response to your concern or complaint, you can get in touch with the following regulating body:

**Office of the South African Information Regulator**

Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

General enquiries email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

Under the South African privacy laws, you have the right to request that we provide you with access to the personal information we retain on your behalf. It is also your right to request an update, correction or deletion of any of your information that we have on record. For any amendments to your information, contact us on a relevant communication platform:

WhatsApp / SMS to: +27 76 868 7138

Email to: [procon@lantic.net](mailto:procon@lantic.net)

We will take all reasonable steps to confirm your identity before making changes to your personal information in our safe keeping.

Should we not be able to update your personal information, we will contact you to explain the reason/s and suggest alternative options.

**Amendments to our POPIA Compliance Notice**

Please note that we will amend this notice as per legal requirements of the The Protection of Personal Information Act, 2013 (Act 4 of 2013) ("POPIA"). Please access our website at [www.proconinsurance.co.za](http://www.proconinsurance.co.za) periodically, to ensure that you stay informed of any changes or updates.

**Data Breaches**

In the event that Procon Insurance Brokers CC becomes aware that your personal information has been compromised in any way, we will notify you and the relevant Regulatory Authorities within the prescribed timelines. We will make you aware of the nature of the breach and what actions you may need to take in order to protect yourself.

**Time period that personal information is kept**

We will store your personal information for as long as it is required by law, The FAIS Act and the Financial Intelligence Act ("FIC Act") for specific classifications, including (but not limited to) clients, potential clients, etc.

**Certification:**

Signed at Pretoria on this 1<sup>st</sup> day of July 2021:

*PHöll*

---

Mr Petrus Cornelius Marthinus Pretorius Höll

Procon Insurance Brokers CC  
Capacity: Member/Key Individual  
1085 Haarhoff Street East, Villieria, Pretoria, 0186  
Office Telephone: +27 12 332 0853  
Email: procon@lantic.net