



# **Business Advisory Solutions**

INSURANCE • HEALTHCARE • INVESTMENT

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Authorized Financial Services Provider - FSP No. 51543

## **POPI ACT & DATA PRIVACY POLICY**

PROTECTION OF PERSONAL INFORMATION ACT

## VP BUSINESS ADVISORY SOLUTIONS (PTY) LTD - POPI POLICY

Policy statement and manual of Protection of Personal, Information and the Retention of Documents for VP Business Advisory Solutions (Pty) Ltd (hereinafter referred to as “VP Business Advisory Solutions (Pty)Ltd” (Registration Number:2018/370041/07)

Last Updated: 1 June 2021

### PROTECTION OF PERSONAL INFORMATION IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

#### 1. PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013 – VP BUSINESS ADVISORY SOLUTIONS POPI POLICY 2018

##### 1.1. INTRODUCTION

VP Business Advisory Solutions (Pty) Ltd is a company functioning within the Long Term, Short-Term Insurance, Pension and Collective Scheme Investment Sector that is obligated to comply with The Protection of Personal Information Act 4 of 2013. POPI requires VP Business Advisory Solutions (Pty) Ltd to inform their clients as to the manner in which their personal information is used, disclosed and destroyed.

VP Business Advisory Solutions (Pty) Ltd is commitment to protecting its client’s privacy and ensuring that their personal information is used appropriately, transparently, securely and in accordance with applicable laws. The Policy sets out the manner in which VP Business Advisory Solutions (Pty) Ltd deals with their client’s personal information as well as stipulates the purpose for which said information is used. The Policy is made available on VP Business Advisory Solutions (Pty) Ltd company website online and by request from VP Business Advisory Solutions (Pty) Ltd head office. The Policy is drafted in conjunction with the Financial Intermediary Association’s (“FIA”) Protection of Personal Information Notice.

##### 1.2. PERSONAL INFORMATION COLLECTED

Section 9 of POPI states that “Personal Information may only be processed if, given the purpose for which it is processed, it is adequate, relevant and not excessive.”

VP Business Advisory Solutions (Pty) Ltd collects and processes client’s personal information pertaining to the client’s insurance needs. The type of information will depend on the need for which it is collected and will be processed for that purpose only. Whenever possible, VP Business Advisory Solutions (Pty) Ltd will inform the client as to the information required and the information deemed optional. Examples of personal information we collect include, but is not limited to:

- a. The Client’s Identity number, name, surname, address, postal code, marital status, and number of dependents;

- b. Description of the client's residence, business, assets; financial information, banking details, etc.
- c. Any other information required by VP Business Advisory Solutions (Pty)Ltd, suppliers and Insurers in order to provide clients with an accurate analysis of their Insurance needs.

VP Business Advisory Solutions (Pty) Ltd also collects and processes the client's personal information for marketing purposes in order to ensure that our products and services remain relevant to our clients and potential clients.

VP Business Advisory Solutions (Pty) Ltd aims to have agreements in place with all product suppliers, insurers and third-party service providers to ensure a mutual understanding with regard to the protection of the client's personal information. VP Business Advisory Solutions (Pty) Ltd suppliers will be subject to the same regulations as applicable to VP Business Advisory Solutions (Pty) Ltd. With the client's consent, VP Business Advisory Solutions (Pty) Ltd may also supplement the information provided with information VP Business Advisory Solutions (Pty) Ltd receives from other providers in order to offer a more consistent and personalized experience in the client's interaction with VP Business Advisory Solutions (Pty) Ltd. For purposes of this Policy, clients include potential and existing clients.

### **1.3. THE USAGE OF PERSONAL INFORMATION**

The Client's Personal Information will only be used for the purpose for which it was collected and as agreed.

This may include:

- a. Providing products or services to clients and to carry out the transactions requested;
- b. for underwriting purposes;
- c. Assessing and processing claims;
- d. Confirming, verifying and updating client details;
- e. For purposes of claims history;
- f. For the detection and prevention of fraud, crime, money laundering or other malpractices;
- g. Conducting market or customer satisfaction research;
- h. For audit and record keeping purposes;
- i. In connection with legal proceedings;
- j. Providing VP Business Advisory Solutions (Pty) Ltd services to clients, to render the services requested and to maintain and constantly improve the relationship;
- k. Providing communication in respect of VP Business Advisory Solutions (Pty) Ltd and regulatory matters that may affect clients; and VP Business Advisory Solutions (Pty) Ltd POPI Policy
- l. In connection with and to comply with legal and regulatory requirements or when it is otherwise allowed by law.

According to section 10 of POPI, personal information may only be processed if certain conditions, listed below, are met along with supporting information for VP Business Advisory Solutions (Pty) Ltd processing of Personal Information:

- a. The client's consents to the processing: - consent is obtained from clients during the introductory, appointment and needs analysis stage of the relationship;
- b. The necessity of processing: in order to conduct an accurate analysis of the client's needs for purposes of amongst other credit limits, insurance requirements, etcetera.
- c. Processing complies with an obligation imposed by law on VP Business Advisory Solutions (Pty)Ltd;
- d. The Financial Advisory and Intermediary Services Act ('FAIS') requires Financial Service Provider's ('FSPs') to conduct a needs analysis and obtain information from clients about their needs in order to provide them with applicable and beneficial products;
- e. Processing protects a legitimate interest of the client — it is in the client's best interest to have a full and proper needs analysis performed in order to provide them with an applicable and beneficial product or service.
- f. Processing is necessary for pursuing the legitimate interests of VP Business Advisory Solutions (Pty) Ltd or of a third party to whom information is supplied — in order to provide VP Business Advisory Solutions (Pty) Ltd clients with products and or services both VP Business Advisory Solutions (Pty) Ltd and any of our product suppliers require certain personal information from the clients in order to make an expert decision on the unique and specific product and or service required.

#### **1.4. DISCLOSURE OF PERSONAL INFORMATION**

- a. VP Business Advisory Solutions (Pty) Ltd may disclose a client's personal information to any of the VP Business Advisory Solutions (Pty) Ltd subsidiaries, joint venture companies and or approved product supplier or third-party service providers whose services or products clients elect to use. VP Business Advisory Solutions (Pty) Ltd has agreements in place to ensure compliance with confidentiality and privacy conditions.
- b. VP Business Advisory Solutions (Pty) Ltd may also share client personal information with, and obtain information about clients from third parties for the reasons already discussed above.
- c. VP Business Advisory Solutions (Pty) Ltd may also disclose a client's information where it has a duty or a right to disclose in terms of applicable legislation, the law, or where it may be deemed necessary in order to protect VP Business Advisory Solutions (Pty) Ltd rights.

#### **1.5. SAFEGUARDING CLIENT INFORMATION**

It is a requirement of POPI to adequately protect personal information. VP Business Advisory Solutions (Pty) Ltd will continuously review its security controls and processes to ensure that personal Information is secure.

- a. VP Business Advisory Solutions (Pty) Ltd's Key Individual whose details are available below and who is responsible as the Information Officer for the compliance with the conditions of the lawful processing of personal information and other provisions of POPI.
- b. This policy has been put in place throughout VP Business Advisory Solutions (Pty) Ltd and training on this policy and the POPI Act has already taken place and will be conducted during 2021 by VP Business Advisory Solutions (Pty) Ltd
- c. Each new employee will be required to sign an Employment Contract containing relevant consent clauses for the use and storage of employee information, or any other action so required, in terms of POPI;
- d. Every employee currently employed within VP Business Advisory Solutions (Pty) Ltd will be required to sign an addendum to their Employment Contracts containing relevant consent clauses for the use and storage of employee information, or any other action so required, in terms of POPI;
- e. VP Business Advisory Solutions (Pty) Ltd archived client information is stored online on G-Drive & Dropbox which is also governed by POPI, access to retrieve information is limited to authorized personal.
- f. VP Business Advisory Solutions (Pty) Ltd product suppliers, insurers and other third-party service providers will be required to sign a Service Level Agreement guaranteeing their commitment to the Protection of Personal Information; this is however an ongoing process that will be evaluated as needed.
- g. All electronic files or data are backed up online on the G-Drive and VP Business Advisory Solutions IT which is also responsible for system security that protects third party access and physical threats. The IT Division is also responsible for Electronic Information Security;

## **1.6. ACCESS AND CORRECTION OF PERSONAL INFORMATION**

- a. Clients have the right to access the personal information VP Business Advisory Solutions (Pty) Ltd holds about them.
- b. Clients also have the right to ask VP Business Advisory Solutions (Pty) Ltd to update, correct or delete their personal information on reasonable grounds.
- c. Once a client objects to the processing of their personal information, VP Business Advisory Solutions (Pty) Ltd may no longer process said personal information.
- d. VP Business Advisory Solutions (Pty) Ltd will take all reasonable steps to confirm its clients' identity before providing details of their personal information or making changes to their personal information. VP Business Advisory Solutions (Pty) Ltd POPI Policy.

The details of VP Business Advisory Solutions (Pty) Ltd's Information Officer is:

**Key Individual:**

Vincent Mpumelelo Meslane

Telephone Number:

0733213531

E-Mail Address :

vincent@vpbizadvisory.co.za

**Business Details:**

Telephone Number:

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Physical Address:

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Email Address:

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