



GROOM INVESTMENT CONSULTING CC

PRIVACY POLICY STATEMENT

Dear client

Please be assured that respectful use of and careful protection of your Personal Information (please refer to the definition of Personal Information at the end of this policy statement) is very important to us.

It is also your constitutional right, as well as a legal requirement and it also makes good business practice, all of which we take very seriously.

In line with the 8 Conditions in the Protection of Personal Information Act, 4 of 2013 (the Act), we

- Accept joint responsibility and accountability with you to responsibly manage and protect your Personal Information when providing our services and solutions to you;
- Undertake to receive, only from you, and to process the Personal Information that is necessary for the purposes of assisting you with your required solutions, concluding the necessary agreements and to consider the legitimate legal interests of everyone concerned, as required by the Act and to respect your right to withdraw your consent for the processing of your Personal Information;
- Undertake to only use your Personal Information for the purpose required to assist you or to provide solutions to you;
- Undertake not to share or to further process your Personal Information with anyone if it is not required in order to assist you or to provide you with solutions or if not allowed by the law;
- Undertake to be open and transparent and to notify you as and when required by law regarding why and how your Personal Information needs to be collected;
- Undertake to safeguard and protect your Personal Information that is in our possession;
- Undertake to freely confirm with you what Personal Information we have, to update and correct the Personal Information, and to keep it for no longer than is legally required.

We and the companies who provide solutions to you, need to collect, use and keep your Personal Information as prescribed by the relevant laws and regulations and only for the following reasons:

- To share with you and to provide relevant products or services to you, to carry out the transactions that you request of us and to maintain our business relationship;
- To respond to your queries;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- For insurance underwriting purposes;
- To assess and process claims;
- To conduct credit reference searches or identity verification and only if you authorise us to do so or if it's a legal requirement in order for us to provide you with financial solutions;
- For operational purposes required to assist you with the solutions you that you require;
- For audit and record-keeping purposes;
- In accordance with requirements issued by the Information Regulator or other Government agencies and required by the law, legal proceedings, or court rulings.

MEMBERS: B L I GROOM • M A GROOM



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We may need to share your Personal Information and/or to utilise software or online platforms to enter and process your information for applications, claims, or business management purposes. This will only be done with strict adherence to the requirements of the Act.

The investment and insurance companies that provide us with their financial solutions may use “cookies” on their websites. These enable them to improve your experience when you visit their websites. Their Cookie Policies can be found on their websites.

Any additional information may be found on the Information Regulator’s website and your concerns may be raised with him/her directly. Please see the contact details below. That said, you are welcome to contact us first in order to discuss any questions or concerns that you may have.

Website: <https://www.justice.gov.za/infoereg/>

Tel: 012 406 4818

Email: infoereg@justice.gov.za

Your Personal Information is defined by the Protection of Personal Information Act (the Act) as:

“means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to— (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; (b) information relating to the education or the medical, financial, criminal or employment history of the person; (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; (d) the biometric information of the person; (e) the personal opinions, views or preferences of the person; (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; (g) the views or opinions of another individual about the person; and (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person”.

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