



PLATFORM
INSURANCE BROKERS

A step above the rest
through service excellence

Commercial Insurance • Domestic Insurance
Medical Aid • Life Insurance • Investments

POPIA PRIVACY NOTICE

Platform Insurance Brokers (Pty) Ltd

Registration Number: 2017/656267/07

FSP Number: 55019

1. INTRODUCTION

Platform Insurance Brokers (Pty) Ltd ("we", "us", "our") is committed to protecting your personal information and ensuring that your privacy is safeguarded in accordance with the Protection of Personal Information Act, 2013 (POPIA), the Financial Advisory and Intermediary Services Act (FAIS), and applicable regulatory requirements.

This Privacy Notice explains how and why we collect, use, store, share, and protect your personal information when providing financial advice and intermediary services.

2. RESPONSIBLE PARTY

Platform Insurance Brokers (Pty) Ltd acts as the Responsible Party for the personal information processed in the course of our business.

3. PERSONAL INFORMATION WE COLLECT

We may collect and process the following categories of personal information:

- Identification information (name, ID number, passport)
- Contact details (telephone, email, address)
- Demographic information
- Financial information (income, assets, liabilities, banking details)
- Insurance and investment information
- Risk and underwriting information
- Medical information where required for insurance purposes
- Employment and business information
- Compliance information (FICA documentation)

We collect only information necessary for providing financial services.

4. HOW WE COLLECT INFORMATION

Personal information may be collected:

- Directly from you
- From product suppliers
- From authorized representatives
- From employers (group schemes)
- From publicly available sources
- From third-party verification providers

5. PURPOSE OF PROCESSING

Your personal information is processed for purposes including:

- Providing financial advice
- Submitting applications to product suppliers
- Policy administration
- Claims processing
- Compliance with legal and regulatory obligations
- Risk assessment and underwriting
- Client servicing and communication
- Complaint resolution

We will not process your information for unrelated purposes without lawful basis.

6. LEGAL BASIS FOR PROCESSING

Processing occurs based on one or more of the following:

- Your consent
- Performance of a contract
- Compliance with legal obligations
- Legitimate business interests
- Protection of your legitimate interests

7. SHARING OF PERSONAL INFORMATION

We may share your information with:

- Insurers and product providers
- Administrators and service providers
- Compliance and audit service providers
- Regulators and statutory bodies
- Employers (for group benefits)
- Reinsurers where applicable

All third parties are required to maintain confidentiality and appropriate security safeguards.

8. CROSS-BORDER TRANSFERS

Where personal information is transferred outside South Africa, we will ensure that:

- The recipient is subject to adequate data protection laws, or
- Contractual safeguards are in place, or
- Your consent has been obtained where required

9. INFORMATION SECURITY

We implement reasonable technical and organizational safeguards to protect your information against:

- Loss
- Unauthorized access
- Disclosure
- Alteration
- Destruction

Security measures include access controls, encryption where appropriate, secure storage, and staff confidentiality obligations.

10. RETENTION OF INFORMATION

We retain personal information in accordance with legislative requirements and business needs, including FAIS record-keeping obligations.

Information is securely destroyed when no longer required.

11. YOUR RIGHTS

You have the right to:

- Access your personal information
- Request correction or deletion
- Object to processing where permitted
- Withdraw consent
- Lodge a complaint with the Information Regulator

Requests may be submitted using the contact details provided above.

12. SECURITY COMPROMISE NOTIFICATION

Where a security compromise affecting your personal information occurs, we will take reasonable steps to notify you and the Information Regulator where required by law.

13. COOKIES AND ELECTRONIC COMMUNICATIONS

Where applicable, electronic platforms may use cookies and communication technologies to enhance service delivery. You may adjust your browser settings to manage cookies.

14. CHANGES TO THIS NOTICE

We may update this Privacy Notice from time to time. The latest version will be available upon request.

15. CONTACT AND COMPLAINTS

If you have questions or concerns regarding this Privacy Notice or the processing of your personal information, please contact us. Website:

<https://www.platformib.co.za>