



## PRIVACY STATEMENT

Insurewise Consultants is committed to protecting your privacy and ensuring that your personal information is processed for lawful purposes in a fair, secure and responsible manner.

### RESPONSIBLE PARTY

Insurewise Consultants, situated at Sarabeah House, 1st Floor, 333 Randles Road, Overport, Durban, 4067

### INFORMATION OFFICER

Kenny Sarabeah

[popia@insurewise.biz](mailto:popia@insurewise.biz)

Tel: 031 207 8787

### PURPOSE OF COLLECTING PERSONAL INFORMATION

Your personal information will be processed for the following reasons in order to perform our mandate as your Financial Services Provider including:

- Assisting you to enter into an Insurance agreements with Insurers.
- Providing you with financial advice, quotes on financial products and financial services;
- To verify your identity and to conduct credit reference searches;
- To issue, administer and manage your insurance policies;
- To obtain insurance quotations from various insurers;
- To deal with premiums;
- To process insurance claims and to take recovery action;
- To notify you of new products or developments that may be of interest to you;
- To confirm, verify and update your details;
- To carry out any instructions that pertain to your insurance policy and requests and requirements;
- To comply with any legal and regulatory obligations.

### PROCESSING OF PERSONAL INFORMATION

The act of processing information includes any activity or any set of operations, whether or not by automatic means, concerning personal information and includes: the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; dissemination by means of transmission, distribution or making available in any other form; or merging, linking, as well as any restriction, degradation, erasure or destruction of information.

**The following Personal Information may be processed by your Financial Services Provider for the purpose set out above, include (but not limited):**



# INSUREWISE CONSULTANTS

The Company That Insures Your Needs Wisely

FSP No. 13591

🏠 Sarabeah House, 1st Floor, 333 Randles Road, Overport

🌐 [insurewise.biz](http://insurewise.biz)

✉️ [sales@insurewise.biz](mailto:sales@insurewise.biz)

☎️ Tel : +27 31 207 8787

*Full names and surname; identity and or Passport number; Home and or business address; Proof of Income such as your payslip; Bank Statements; marital status; contact details; banking details; assets; race; gender; liabilities, occupation; birth date; gender; title; insurance history; claims history; company name and company registration number; where the policyholder and or data subject is a company; main place of business and contact details where the policyholder or data subject is a company including liabilities, assets, information on how the business trades or their main trade of business; name, surname, address, and identity number of directors and/or members.*

The above personal information will be supplied by you or by consented third parties for the purposes stated above.

The personal information may also be accessed through third parties such as Companies and Intellectual Property Commission portal, credit bureaus, and other insurance companies. The supply of the above information is required for you to be able to enter into and maintain insurance agreements with the Insurer.

#### **RECIPIENTS OF PERSONAL INFORMATION:**

The following persons may be recipients of the personal information that is being processed (the list is not intended to be complete):

- a) Our staff members;
- b) Insurance and reinsurance companies;
- c) 3rd party compliance officer / consultant;
- d) Industry bodies;
- e) regulatory bodies;
- f) state institutions;
- g) Service providers such as specialist investigators and loss adjusters;
- h) Premium collection agencies;
- i) Insurance operating systems operators

The recipients and third parties are also required to take precautions to treat your personal information confidentially and with the required security measures and protocols.

Your personal information may be hosted on servers and processed by recipients and third parties, which may be located outside of South Africa

#### **RIGHT TO ACCESS PERSONAL INFORMATION**

You can request access to the personal information that we hold about you and if you think that we have incorrect or outdated information, please request us to update or correct it. Please contact your Broker's Information officer.

#### **RIGHT TO RECTIFY PERSONAL INFORMATION**

You have the right to request that your personal information must be corrected or deleted where we are no longer authorised to retain the personal information.

#### **RIGHT TO OBJECT TO THE PROCESSING OF PERSONAL INFORMATION**

If on reasonable grounds you object to the processing of your personal information, we will give due consideration to the request and the requirements of POPIA. We may cease to use or

**KENNY SARABEAH - UNDERWRITING MANAGER cc t/a Insurewise Consultants**  
CK 2001/025360/23  
MEMBER : K. SARABEAH



disclose your personal information and may, subject to any statutory and contractual information retention rights or requirements, also destroy the personal information no longer lawfully required.

**SECURITY PROTOCOLS**

All personal information collected will be stored and maintained on secure servers with only authorised persons allowed to view the personal information for purposes of maintaining and processing your policy, claims or complaints you may have. We will take appropriate, reasonable technical and organisational measures to avoid loss of or unlawful access to personal information.

**COMPLAINTS**

Should you have any complaints, please email your Broker at [popia@insurewise.biz](mailto:popia@insurewise.biz) or if not satisfied the Information Regulator at [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za) where we are unable to resolve your complaint to your satisfaction you have the right to complaint to the Information Regulator:

**The Information Regulator:**

Physical Address: SALU Building, 316 Thabo Sehume Street, Pretoria

Email: [inforreg@justice.gov.za](mailto:inforreg@justice.gov.za)

Website: <http://www.justice.gov.za/infoereg/index.html>

**Changes to this Notice:**

The contents of this privacy notice are subject to periodic review and updates.