

# LIBRA INSURANCE BROKERS PRIVACY POLICY

## 1. Purpose of the policy

This document explains how Libra Insurance Brokers ('our', 'us', 'we') comply with the Protection of Personal Information Act 4 of 2013 ('the POPI Act') when processing Personal Information.

The phrase 'Personal Information' is defined in the POPI Act to mean information relating to an identifiable, living, natural person. Where applicable, it also refers to an identifiable, existing legal person. It includes information about race, gender, sex, pregnancy, marital status, national, ethnic or social origin, physicality, disability, religion, education, and medical, financial, criminal or employment history. It includes any identifying number, symbol, address and the biometric information of the person. It also includes personal opinions, and 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.

The term 'processing' is defined in the POPI Act to mean any use of Personal Information including the collection, recording, storage, updating, retrieval, alteration, dissemination and distribution, degradation, erasure and destruction.

## 2. Processing of Personal Information

Libra Insurance Brokers provides a range of services, including insurance risk profiling, customised insurance solutions and claims management services. We collect Personal Information to process quotations and policy applications. We collect it to underwrite and administer policies and to manage claims. If you do not share the necessary Personal Information, we cannot provide you with any service. Should you use our website or contact us, we will process Personal Information.

We may contact you about our products and services that we believe may be beneficial. If you do not want the communications, you can instruct us to remove your contact details from our list. You have the right to access Personal Information that we keep by following the available procedures.

## 3. Sharing, storing and retaining Personal Information

We share Personal Information with our business partners, insurers, intermediaries and service providers. We ensure that they are contractually bound to adopt the necessary technological and security measures to protect the integrity of Personal Information.

We will disclose Personal Information when required to do so by law or by any regulatory authority. We will also notify the relevant regulators of any security breach as required by law.

We retain Personal Information for scientific, historical or statistical purposes. We also retain it for legitimate business purposes and to meet the legal obligations of Libra Insurance Brokers.

#### 4. Objection to processing your information

You can request access to the Personal Information we hold, to correct or update it, to object to its processing, or to ask to delete what you no longer want to share. Please direct your enquiry or objection in writing to the Information Officer whose details appear below:

<b>The CEO</b>	Email: tom@librabrokers.co.za Tel number: 053 831 1852  Physical address: Roylglen Office Park, c/o Welgevonden & Memorial Roads, Roylglen, Kimberley, 8301  Postal Address: PO Box 87, Kimberley, 8300
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#### 5. The Information Regulator

We appreciate all opportunities to address your complaints or requests about the processing of Personal Information. However, if we have not resolved the issues to your satisfaction, you have the right to complain to the Information Regulator whose details appear below:

<b>Information Regulator</b>	Web site: <a href="http://www.inforegulator.org.za">www.inforegulator.org.za</a>  Physical address: JD House 27 Stiemens Street Braamfontein Johannesburg, 2001  Postal address: P.O. Box 31533 Braamfontein Johannesburg, 2017  Complaints email: <a href="mailto:PAIAComplaints@inforegulator.org.za">PAIAComplaints@inforegulator.org.za</a> <a href="mailto:POPIAComplaints@inforegulator.org.za">POPIAComplaints@inforegulator.org.za</a>  General enquiries Tel: 010 023 5200 Email: <a href="mailto:enquiries@inforegulator.org.za">enquiries@inforegulator.org.za</a>
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#### 6. Revision

We may amend this policy without giving notice, so we urge you to please read it frequently.