

**PROTECTION OF PERSONAL INFORMATION POLICY**  
**X Global Africa (Pty) Ltd**

## **Personal Information**

Personal information is collected only when an individual knowingly and voluntarily submits information. Personal Information may be required to provide an individual with further services or to answer any requests or enquiries relating to this service.

It is the intention of X Global Africa (Pty) Ltd that this policy will protect an individual's personal information from being prejudiced in any way.

X Global Africa (Pty) Ltd collects, stores and uses the personal information provide by an individual, in order to provide an estimated insurance quotation.

## **Use of information**

X Global Africa(Pty) Ltd needs to collect personal or other information for:

- Underwriting purposes; and/or
- Assessing and processing of claims; and/or
- Confirming and verifying an individual's identity (*FICA*); and/or
- For purposes of claims history; and/or
- For the detection and prevention of fraud, crime; and/or
- Conducting market or customer satisfaction research; and/or
- For audit and record keeping purposes; and/or
- In connection with legal proceedings; and/or
- Follow an individual's instructions; and/or
- Inform an individual of services; and/or
- Insurance that X Global Africa (Pty) Ltd.'s business suits the client's needs.

Personal information that an individual submits is used only for the purpose for which it was intended. Copies of correspondence that may contain personal information, is stored in archives for record-keeping and back-up purposes only.

X Global Africa (Pty) Ltd will not, without an individual's consent, share information with any other third parties, for any purposes whatsoever.

## **Security**

X Global Africa (Pty) Ltd strives to ensure the security, integrity and privacy of personal information submitted. X Global Africa (Pty) Ltd will review and update its security measures in accordance with future legislation and technological advances. Unfortunately, no data transmission over the Internet can be guaranteed to be totally secure,

however, X Global Africa (Pty) Ltd will endeavour to take all reasonable steps to protect the personal information, which an individual submits to X Global Africa (Pty) Ltd. X Global Africa (Pty) Ltd will at all times set the highest standards to ensure the integrity of their systems.

X Global Africa (Pty) Ltd may engage with other organisations to provide support services to X Global Africa (Pty) Ltd. Third Parties are obliged to respect the confidentiality of any personal information held by X Global Africa (Pty) Ltd. A Service Level agreement is in place with all Third parties to ensure adherence to all Privacy Policies. X Global Africa (Pty) Ltd's employees are obliged to respect the confidentiality of any personal information held by them. All employees are required to sign Contracts of Employment with X Global Africa (Pty) Ltd which Contract of Employment includes a stringent confidentiality clause.

X Global Africa (Pty) Ltd will not reveal any personal information to anyone unless:

- **It is compelled to comply with legal and regulatory requirements or when it is otherwise allowed by law; and / or**
- **It is in the public interest; and / or**
- **X Global Africa (Pty) Ltd needs to do so to protect its own interests and rights.**

X Global Africa (Pty) Ltd endeavours to take all reasonable steps to keep secure any information which they hold about an individual, and to keep this information accurate and up to date. If at any time, an individual discovers that information gathered about them is incorrect, they may contact X Global Africa (Pty) Ltd to have the information corrected.

X Global Africa (Pty) Ltd recognises the importance of protecting the privacy of information collected about individuals, in particular information that is capable of identifying an individual ("personal information").

### **Contact Information**

Any questions relating to the X Global Africa (Pty) Ltd's privacy policy or the treatment of an individual's personal data may be addressed to the contact details below:

Information officer: Travis Hoey

Telephone number: 011 409 9000

Physical Address: 1 Syringa Lane, Bedfordview, 2007

Website: [www.xglobalfx.co.za](http://www.xglobalfx.co.za)