

Privacy Notice and Policy

The privacy of your and the insureds personal information

We care about the privacy, security and online safety of our policyholder's information as well as the personal information of your employees/members and we take our responsibility to protect this information very seriously. Below is a summary of how we deal with your personal information as well as the personal information of your employees/members.

As our business grows and changes, we may need to update this notice to reflect those changes. If changes affect you personally, we will try and contact you directly because it is important to us that you understand at all times how your personal information is used. Please make sure that we always have your latest contact details.

The meaning of processing your personal information:

To help you understand this notice, we include the explanations of the terms 'personal information' and 'process' as used in POPIA:

- Personal information and special personal information are any information relating to an identifiable living or juristic person. Some examples are: race, gender, marital status, nationality, age, physical or mental health, disability, language, education, identity number, telephone number, email, postal or street address, biometric information and financial, criminal or employment history.
- Process means any operation or activity, whether automated or not, concerning personal information, including: collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, use, dissemination by means of transmission, distribution or making available in any other form, merging, linking, as well as blocking, degradation, erasure or destruction of information. "Processing" will have a similar meaning.

Processing your personal information:

We have to collect and process some of your personal information as well as the personal information of your employees/members in order to provide you and your employees/members with our products and services, and also as required by insurance, tax and other legislation.

Sharing your personal information:

We will share your personal information as well as the personal information of your employees/members with other insurers, industry bodies, credit agencies and service providers. This includes information about the insurance provided, claims and premium payments. We do this to underwrite cover, assess claims, prevent fraud and to conduct surveys.

Providing medical information:

The insurer may ask the insured to undergo any necessary medical testing, blood testing and examinations. The insurer may also ask the insured to send them any medical information they need to accurately assess their risk or your claims. As binder holders we assist the insurers with obtaining this information. Such

medical information may also be provided to the insurer through third parties such as nurses, medical professionals etc.

Accessing, changing or removing personal information

Any data subject may ask us to access, change or remove their personal information from our records. If legislation allows, we may charge an administrative fee, but we will always inform the data subject of any cost before performing such a request.

Protecting your personal information:

We take every reasonable precaution to protect your personal information as well as the personal information of your employees/members (including information about your activities) from theft, unauthorised access and disruption of services.

Contact us

If you have any questions, or you want to update your personal information or preferences, please contact our Information Officer on the details below:

Postal address

The Information Officer
Jigsaw Financial Services (Pty) Ltd
Ground Floor, Tyger Forum B
53 Willie van Schoor
Bellville
7530

Physical address

The Information Officer
Jigsaw Financial Services (Pty) Ltd
Ground Floor, Tyger Forum B
53 Willie van Schoor
Bellville
7530

Email: Compliance@jigsawsa.co.za