

## Important disclosure about the privacy of your information

In using this insurance portal, you are sharing your personal information with Standard Bank Insurance Brokers (Pty) Ltd (SBIB) as well as The Hollard Insurance Company Limited (Hollard). In doing so, you are giving SBIB and Hollard permission to collect and process your personal information as per the policies outlined below.

### SBIB's Data Protection Policy

#### Group:

Standard Bank Group Limited, its subsidiaries and their subsidiaries.

#### Personal Information

Information about an identifiable, natural person and where applicable, a juristic person, including information about: race; gender; sex; pregnancy; marital status; nationality; ethnic or social origin; colour; sexual orientation; age; physical or mental health; well-being; disability; religion; conscience; belief; culture; language; birth; education; medical, financial, criminal or employment history; any identifying number, symbol, e-mail, postal or physical address, telephone number; location; any online identifier; or other particular assignment to the person; biometric information; personal opinions, views or preferences of the person or the views or opinions of another individual about the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; and the name of the person if it appears with other personal information relating to the person

#### Process

Any operation or activity, automated or not, concerning Personal Information, including: alteration, blocking, collation, collection, consultation, degradation, destruction, dissemination by means of transmission, distribution or making available in any other form, erasure, linking, merging, organisation, receipt, recording, retrieval, storage, updating, modification, or use. Processing and Processed will have a similar meaning.

#### We, us, our

The Standard Bank of South Africa Limited; Standard Bank Insurance Brokers (Proprietary) Limited and Standard Insurance Limited (where Standard Insurance Limited is the insurer), its successors and assigns.

1. You consent to our collecting your Personal Information from you and where lawful and reasonable, from public sources for credit, fraud prevention and compliance purposes, as well as the purposes set out below.
2. You acknowledge and agree that it may be necessary for us to share your Personal Information from time to time with certain industry bodies (such as the South African Insurance Association), regulatory bodies (such as the Financial Sector Conduct Authority or the South African Reserve Bank), insurers and/or reinsurers, service providers (such as a panel-beater), agents and internal and external assessors (such as a car assessor) and that we will only do this when appropriate or necessary, in order to provide the products and/or services to you and to comply with the laws and our policies and procedures. You expressly consent to our providing your Personal Information to the above third parties for these purposes
3. You confirm that, if you give us Personal Information about or on behalf of another person (including, account signatories, shareholders, principal executive officers, trustees and beneficiaries), you are authorised to: (a) give us the Personal Information; (b) consent on their behalf to the Processing of their Personal Information, specifically any cross-border transfer of Personal Information into and from the country where the products or services are provided; and (c) receive any privacy notices on their behalf.
4. You consent to our Processing your Personal Information:

- for the purpose of providing products and services to you in terms of this agreement and providing any other products and services for which you may apply.
  - for the purpose of carrying out statistical and other analyses to identify potential markets and trends and evaluate and improve our business (which includes improving existing and developing new products and services).
  - in countries outside the country where the products or services are provided. These countries may not have the same data protection laws as the country where the products or services are provided. Where we can, we will ask the receiving party to agree to our privacy policies.
  - by sharing your Personal Information with the insurers, our service providers and any other third parties, where necessary, so that we can provide the products and services to you, locally and outside the country where the products or services are normally provided. As far as possible, we ask people who provide services to us to agree to our privacy policies if they need access to any Personal Information to be able to provide their services.
  - within the Group.
5. You will find our Processing practices in the Group's and our privacy statements. These statements are available on the Group's websites or on request. If you are unsure about your tax or legal position because your Personal Information is processed in countries other than where you live, you should get independent advice or ask your consultant to guide you on how you can get independent advice.

## Hollard's Privacy Notice

### The privacy of your personal information

We care about the privacy, security and online safety of your personal information and we take our responsibility to protect this information very seriously. Below is a summary of how we deal with your personal information.

For a more detailed explanation, please read our official Privacy Notice on our website - [www.hollard.co.za](http://www.hollard.co.za).

**Processing your personal information:** We have to collect and process some of your personal information in order to provide you 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 with other insurers, industry bodies, credit agencies and service providers. This includes information about your insurance, claims and premium payments. We do this to assess claims, prevent fraud and to conduct surveys.

**Protecting your personal information:** We take every reasonable precaution to protect your personal information (including information about your activities) from theft, unauthorised access and disruption of services.

**Receiving marketing from us:** Hollard will not use your personal information shared on the insurance portal for the purpose of marketing to you. However, your personal information may already have been shared with Hollard during a previous interaction where you consented to the receipt of marketing messages. Please contact us on [popia@hollard.co.za](mailto:popia@hollard.co.za) if you want to change your marketing preferences. Remember that, even if you choose not to receive marketing from us, we will still send you communications about this product if you become a Hollard client.