

PRIVACY NOTICE

Introduction

We care about the privacy, security and online safety of our Policyholder's / Member's personal information and we take our responsibility to protect this information very seriously. This notice explains how we collect, use, share and protect your personal information as the Policyholder or Member, as required by the Protection of Personal Information Act (POPIA). The full Hollard Privacy Notice and Policy is available on the Hollard website through the following link:

<https://www.hollard.co.za/binaries/content/assets/hollardcoza/pages/company--overview/privacy/hollard-privacy-notice-and-polic1.pdf>

What is Personal information and special personal information

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

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 may share your personal information 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 assess claims, prevent fraud and to conduct surveys. If applicable, we may also share your personal information to trace you or your beneficiaries for any unclaimed benefits. You can check if unclaimed benefits are due to you by searching the central database on the Financial Sector Conduct Authority's website – www.fsca.co.za).

We will never sell your personal Information or share it with other parties for their own marketing use, unless you have given us direct permission.

Accessing your medical information

We may ask the insured to undergo any necessary medical testing, blood testing and examinations. We may also ask the insured to send us any medical information we need to accurately assess our risk or your claims. You may ask us to access, change or remove your personal information from our records. If legislation allows, we may charge an administrative fee, but we will always inform you of any cost before performing your request.

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. Our security controls are designed to maintain an appropriate level of data confidentiality, integrity, and availability.

Contact us

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

Postal address

Hollard Insurance – The Privacy Office
PO Box 87419
Houghton
2041

Physical address

Hollard Insurance – The Privacy Office
Hollard Villa Arcadia
22 Oxford Road
Parktown
2193

Tel: +27 (11) 351-5441

Email: popia@hollard.co.za

Hollard is committed to “Creating and securing a better future” and therefore subscribes to an internal Anti-Fraud policy. Please report any suspicious or unethical activity anonymously on 0801 516 170 (toll free) or via email at Hollard@tip-offs.com.