

PRIVACY NOTICE

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. For a more detailed explanation, please read our official Privacy Notice on our website:

https://www.hollard.co.za/binaries/content/assets/hollardcoza/pages/about-us/legal-requirements/south-africa/hollard_privacy_policy.pdf

- **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. If applicable, we may also share the personal information of employees/members to trace their beneficiaries for any unclaimed benefits. Employees/members can check if unclaimed benefits are due to them by searching the central database on the Financial Sector Conduct Authority's website – www.fsc.co.za.

- **Providing 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. Such medical information may also be provided to us 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 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 or privacyoffice@hollard.co.za

The full Hollard Privacy Notice and Policy is available on the Hollard website.

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.