

## POPIA FACT SHEET

### Introduction

As a law-abiding Corporate Citizen, Hollard has a duty to comply with the operative provisions of the Protection of Personal Information Act 4 of 2013 ('POPIA') which came into effect on 1 July 2020. Organisations have been granted a grace period of one year from the effective date, to normalize and implement the requirements of the law within their risk and compliance frameworks and must be able to demonstrate compliance by the 1<sup>st</sup> of July 2021. POPIA is a data privacy law that complements section 14 of the Constitution of the Republic of South Africa, 1996, which provides that everyone has the right to privacy. POPIA prescribes a number of responsibilities and liabilities to any public body, private body or any other person that control and/or process personal information and defines new roles which include:



### Key Definitions:

The following are the key definitions that are defined in POPIA:



## 1. The impact of POPIA on our processes:

At Hollard Group Risk we respect the confidentiality and privacy of all our Binder Partners, Intermediaries, Policyholders as well as their employees and/or members. We can confirm that the information provided will only be used for its intended purpose and will not be shared within the Hollard Group or another organisation for marketing additional products and/or services.

### **1.1 Consent:**

To ensure compliance with POPIA we are required to ensure we have the necessary consent from our policyholders to process the personal information of the entity as well as the insureds (employees and/or members). In order to achieve this, we require the following:

#### Quotes and Investigations:

We need to ensure that the policyholder (fund or employer) confirms that they have the necessary consent from the insureds (employees and members) to provide us with the data in order to obtain a quote for risk benefits. This can be included in the mandate letter when the intermediary is appointed.

The same requirement will apply when an intermediary is appointed to investigate an existing scheme. The letter of investigation must make specific provision for this.

#### Existing policyholders:

To ensure that policyholders are aware of the POPIA processes that we have implemented to ensure that their information is protected as well as to obtain the required consent, please can the attached POPIA Declaration be signed by the policyholder and returned to [HGRCompliance@hollard.co.za](mailto:HGRCompliance@hollard.co.za).

#### Claims and Underwriting:

We have included privacy statements in all our forms to ensure that insureds are aware of the purpose of processing their information and in order to provide the necessary consent.

### **1.2 Encryption:**

The safeguarding of personal information is a key part of POPIA and therefore we will ensure that all information that is sent is password protected. This will ensure that there is no unauthorised access to information.

## 2. Intermediary Requirements:

In light of these regulatory requirements, we are in the process of reviewing and updating all the agreements we have with our service providers, business partners, intermediaries and contractors in an effort to ensure that the agreements comply with the requirements mandated by POPIA. We also want to remind you that as a potential **Operator**, you are also bound by the provisions of POPIA, which means that you will be required to have adequate processes in place to ensure that all personal information is collected and used appropriately (*for the intended purpose*), lawfully and transparently.

Given the enormity and scale of the work that lies ahead we encourage you to start rethinking the way your internal processes are designed to be able to meet these new regulatory requirements.

The full Hollard Privacy Notice and Policy is available on the Hollard website through the following web address:

[https://www.hollard.co.za/binaries/content/assets/hollardcoza/pages/about-us/legal-requirements/south-africa/hollard\\_privacy\\_policy.pdf](https://www.hollard.co.za/binaries/content/assets/hollardcoza/pages/about-us/legal-requirements/south-africa/hollard_privacy_policy.pdf)

For any further queries you can contact the Hollard 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

Email: [HGRCompliance@hollard.co.za](mailto:HGRCompliance@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](mailto:Hollard@tip-offs.com).