

January 2015

GREATSOFT-ASSIST MANAGEMENT SERVICES (PTY) LTD  
REG NO 1997/004680/07, FSP LICENSE NUMBER 13271  
“TRADING AS GREATSOFT FINANCIAL SERVICES”

## **PRIVACY POLICY**

IN TERMS OF SECTION 51 OF THE ELECTRONIC COMMUNICATIONS AND TRANSACTIONS ACT 2002

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We at GreatSoft Financial Services value the importance of protecting your personal information and we subscribe to the principles as outlined in Section 51 of the Electronic Communications and Transactions Act 2002.

Personal information for the purpose of this document means all information specific to you, which are provided to GreatSoft Financial Services via the internet. In other words information that identifies you. This includes for example the following personal information that you may provide to GreatSoft Financial Services to obtain inter alia an online quotation:

- Your name and Surname
- Age
- Marital status
- Identity number
- Date of birth
- Email address
- Contact number(s)
- Password and Username

Here at GreatSoft Financial Services we value the information you choose to provide and which we collect from you and will take reasonable steps to protect your personal information from loss, misuse or unauthorized alteration. The information we maintain concerning you is stored in databases that have built-in safeguards to ensure the privacy and confidentiality of that information. However, please note that GreatSoft Financial Services cannot guarantee the security of any personal information that you disclose online. When you use the on-line services provided by us, you will be given a user name and password. You must always keep this information secret and ensure that it is not disclosed to anyone.

Whenever you use this website, complete a quotation or application form or contact us electronically, we will process and collect your personal information.

## Online advertising

GreatSoft Financial Services may engage third parties that help it deliver its banner advertisements and other online communications. The third parties may collect and use information about GreatSoft Financial Services customers that is limited to web browser behaviour to help us understand the offers, promotions, and types of advertising that are most appealing to its customers. The information they collect is aggregated and cannot be linked to a person or any specific information about that person. If you do not wish your personal information to be used in this way, please notify us.

We at GreatSoft Financial Services will use your personal information only as appropriate in the normal course of business. The following are reasons why we would collect your personal information:

- to identify you
- for us to process your instructions to us
- to manage your policy (ies)
- compliance with laws of the Republic of South Africa
- detecting fraud
- direct marketing to you via email or telephone

GreatSoft Financial Services does not permit the selling or providing of personal information to third parties for independent use. GreatSoft Financial Services we may however share your personal information with our partners if that information is required to provide you with products or services requested by you. Our business partners will adhere to using your personal information as directed by GreatSoft Financial Services.

We will disclose your personal information when required to do so:

- by any regulatory authority (like the Financial Services Board) for the various financial sectors
- to protect and defend GreatSoft Financial Service's rights and property (including GreatSoft Financial Services' intellectual property), or
- when you have expressly authorised GreatSoft Financial Services to do so.

We may also contact you about our products which we believe may be of interest to you. If at any stage after you have given us your consent, change your mind and no longer wish us to contact you about our GreatSoft Financial Services' products, we will respect your decision. You will always be given the opportunity to instruct us to remove your contact details from our mailing list.

You have the right to access your own personal information that GreatSoft Financial Services keeps about you by following the procedures available under the GreatSoft Financial Services' Promotion to Access to Information Act Manual available from the GreatSoft Financial Services' website.

GreatSoft Financial Services reserve the right in our sole discretion to amend this Privacy Policy from time to time and you agree that you will review the terms of this Privacy Policy whenever you visit our website for any such amendments. This Privacy Policy will be governed by and construed and interpreted in accordance with the laws of the Republic of South Africa.

When you do visit our website and in the process provide us with your personal information you will be agreeing to the provisions set out above. You also authorize GreatSoft Financial Services to act on the information that you send electronically. Ensure that you have read and understood the terms and conditions of this Privacy Policy before you provide us with your personal information.

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