PRIVACY POLICY

THE PROTECTION OF PERSONAL INFORMATION ACT

CUSTOMER PRIVACY NOTICE

This notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (POPIA).

At Ducome Brokers (Pty) Ltd we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

The information that we collect

We collect and process your information mainly to assess your requirements and needs, in order to provide a service accordingly. For this purpose we collect all data required for this purpose and only data that we require in order to provide the required service. We will inform you of the information which is compulsory and the information that is optional.

How we use your information

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

We require your personal information for:

- Contact details
- To confirm and verify your identity
- For the detection and prevention of fraud, crime, money laundering or other malpractice.
- To conduct market or customer satisfaction research or for statistical analysis
- For audit and record keeping purposes
- In connection with legal proceedings.
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Disclosure of information

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes
- Where we believe it is necessary to protect our rights

Information Security

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

Our security policy and procedures cover:

- Physical security
- Computer and network security
- Retention and disposal of information
- Acceptable usage of personal information
- Governance and regulatory issues
- Monitoring access and usage of private information
- Investigating and reacting to security incidents

We will ensure that anyone to whom we pass your information agrees to treat your information with the same level of protection as we are obliged to.

Your rights: Access to information

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us and specify what information you require. We may need to verify your identity before we provide the details. Please note that any such access request may be subject to a payment of a legally allowable fee.

Correction of your information.

You have the right to request us to update, correct or delete your personal information. We may verify your identity before making changes to personal information we hold about you.

Definition of personal information

According to the Act "personal information" means information relating to an identifiable , living, natural person and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, Ducome Brokers includes the following items as personal information:

- All addresses including residential, postal and email addresses
- Change of name- for which we require copies of the marriage certificate or official change of name document issued by the state department.

How to contact us

If you have any queries about this notice; you need further information about our privacy policy practices; you wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at the numbers/addresses listed on our website, Ducomebrokers.co.za.