



intergrated

INSURANCE  
ADMINISTRATORS

# PRIVACY POLICY

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011 064 1665

[info@intergrated.co.za](mailto:info@intergrated.co.za)

[www.intergrated.co.za](http://www.intergrated.co.za)

First Floor, Building B, Stoneridge Office Park,  
8 Greenstone Place, Greenstone, Edenvale, 1609



## 1. Introduction

- 1.1. For purposes of this Statement:
  - 1.1.1. "Applicable Laws" means all laws, regulations that Intergrated Insurance Administrators (Pty) Ltd is required to comply with;
  - 1.1.2. "Client" or "you" means any prospective, new or existing client of Intergrated Insurance Administrators (Pty) Ltd and its subsidiaries; and
  - 1.1.3. "Intergrated Insurance Administrators (Pty) Ltd" or "we" or "us" means Intergrated Insurance Administrators (Pty) Ltd.
- 1.2. This Statement sets out how your personal information will be used by Intergrated Insurance Administrators (Pty) Ltd and applies to any information, including personal and special personal information, you give to Intergrated Insurance Administrators (Pty) Ltd or which Intergrated Insurance Administrators (Pty) Ltd may collect from third parties.
- 1.3. By submitting any personal information to Intergrated Insurance Administrators (Pty) Ltd you provide consent to the processing of your personal information as set out in this Statement.
- 1.4. The provisions of this Statement are subject to mandatory, unalterable provisions of Applicable Laws;
- 1.5. Please do not submit any personal information to Intergrated Insurance Administrators (Pty) Ltd if you do not agree to any of the provisions of this Statement. If you do not consent to the provisions of this Statement, or parts of the Statement, Intergrated Insurance Administrators (Pty) Ltd may not be able to provide its products and services to you.

## 2. How to contact us

If you have any comments or questions about this Statement please contact the Information Officer, Mr P Goodall on (011) 064-1666 or at paulg@intergrated.co.za.

## 3. Privacy and indemnity

- 3.1. Intergrated Insurance Administrators (Pty) Ltd takes your privacy and the protection of your personal information seriously, and we will only use your personal information in accordance with this Statement and applicable data protection legislation. It is important that you take all necessary and appropriate steps to protect your personal information yourself (for example, by ensuring that all passwords and access codes are kept secure).



3.2. We have implemented reasonable technical and operational measures to keep your personal information secure.

3.3. You hereby indemnify and hold Intergrated Insurance Administrators (Pty) Ltd harmless from any loss, damages or injury that you may incur as a result of any unintentional disclosures of your personal information to unauthorised persons or the provision of incorrect or incomplete personal information to Intergrated Insurance Administrators (Pty) Ltd.

#### **4. Information which we may collect about you**

4.1. We may collect the following information about you:

- 4.1.1. this information may include your name, address, contact details, date of birth, place of birth, identity number, passport number, bank details, details about your employment, tax number and financial information;
  - 4.1.2. records of correspondence or enquiries from you or anyone acting on your behalf;
  - 4.1.3. details of transactions you carry out with us;
  - 4.1.4. details of insurance policies, contracts, sales or leases you carry out with us;
  - 4.1.5. sensitive or special categories of personal information, including biometric information, such as images, fingerprints and voiceprints.
- 4.2. Where you provide us with the personal information of third parties you should take steps to inform the third party that you need to disclose their details to us, identifying us. We will process their personal information in accordance with this Statement.

#### **5. How we collect information**

5.1. You may provide personal information to us either directly or indirectly (through an agent acting on your behalf, or an introducer), in connection with our policies, products and services or requesting further information about our products and services, whether in writing, via email, through our website, over the telephone or any other means.

5.2. We may also collect your personal information from your appointed agent, any regulator, or other third party that may hold such information.

#### **6. Use of information collected**

6.1. We may use, transfer and disclose your personal information for the purposes of:

- 6.1.1. providing you with the services, products or offerings you have requested, and notifying you about important changes to these services, products or offerings;



- 6.1.2. managing your policy, any claim or relationship and complying with your instructions or requests;
- 6.1.3. detecting and preventing fraud and money laundering and/or in the interest of security and crime prevention;
- 6.1.4. assessing and dealing with claims, complaints and requests;
- 6.1.5. operational, marketing, auditing, legal and record keeping requirements;
- 6.1.6. verifying any aspect of any claim, your identity or the identify of your beneficial owner;
- 6.1.7. transferring or processing your personal information outside of the Republic of South Africa to such countries that may not offer the same level of data protection as the Republic of South Africa, including for reinsurance, cloud storage purposes and the use of any of our websites;
- 6.1.8. complying with Applicable Laws, including lawful requests for information received from local or foreign law enforcement, government and tax collection agencies;
- 6.1.9. recording and/or monitoring your telephone calls and electronic communications to/with Integrated Insurance Administrators (Pty) Ltd in order to accurately carry out your instructions and requests, to use as evidence and in the interests of crime prevention;
- 6.1.10. disclosing your personal information to third parties for reasons set out in this Statement or where it is not unlawful to do so;
- 6.1.11. monitoring, keeping record of and having access to all forms of correspondence or communications received by or sent from Intergrated Insurance Administrators (Pty) Ltd or any of its employees, agents or contractors, including monitoring, recording and using as evidence all telephone communications between you and Intergrated Insurance Administrators (Pty) Ltd;
- 6.1.12. improving or evaluating the effectiveness of Intergrated Insurance Administrators (Pty) Ltd' business or products, services or offerings; and
- 6.1.13. prevention and control of any disease.

## **7. Disclosure of your information**

- 7.1. Your personal information may be shared with Intergrated Insurance Administrators (Pty) Ltd' subsidiaries, reinsurers, our agents and sub-contractors, loss adjusters, risk assessors and selected third parties who process the information on our behalf or where this is necessary in terms of any Law or in where required under any policy.
- 7.2. We may transfer your information to a reinsurer, an agent, sub-contractor or third party who carries on business in another country, including one which may not have data privacy laws similar to those of the Republic. If this happens, we will ensure that anyone to whom we pass



your information agrees to treat your information with the same level of protection as if we were dealing with it.

7.3. If you do not wish us to disclose this information to third parties, please contact us at the contact details set out above. We may, however, not be able to provide products or services to you if such disclosure is necessary.

## **8. Access to, correction and deletion of your personal information**

8.1. You may request details of personal information which we hold about you under the Promotion of Access to Information Act, 2000 ("PAIA"). Fees to obtain a copy or a description of personal information held about you are prescribed in terms of PAIA. Confirmation of whether or not we hold personal information about you may be requested free of charge. If you would like to obtain a copy of your personal information held by Intergrated Insurance Administrators (Pty) Ltd, please review our PAIA Manual located at [https://www.intergrated.co.za/wp-content/uploads/2021/02/IIA\\_PAIAManual.pdf](https://www.intergrated.co.za/wp-content/uploads/2021/02/IIA_PAIAManual.pdf).

8.2. You may request the correction of personal information Intergrated Insurance Administrators (Pty) Ltd holds about you. Please ensure that the information we hold about you is complete, accurate and up to date. If you fail to keep your information updated, or if your information is incorrect, Intergrated Insurance Administrators (Pty) Ltd may limit the products and services offered to you.

8.3. You have a right in certain circumstances to request the destruction or deletion of and, where applicable, to obtain restriction on the processing of personal information held about you. If you wish to exercise this right, please contact us using the contact details set out above.

8.4. You have a right to object on reasonable grounds to the processing of your personal information where the processing is carried out in order to protect our legitimate interests or your legitimate interests, unless the law provides for such processing.

## **9. Complaints**

9.1. Should you believe that Intergrated Insurance Administrators (Pty) Ltd has utilised your personal information contrary to Applicable Laws, you undertake to first attempt to resolve any concerns with Intergrated Insurance Administrators (Pty) Ltd.

9.2. If you are not satisfied with such process, you may have the right to lodge a complaint with the Information Regulator, using the contact details listed below:

9.2.1. Tel: 012 406 4818

9.2.2. Fax: 086 500 3351

9.2.3. Email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za).

