Privacy Statement

FB Services (PTY) LTD is committed to integrity in our dealings with our clients, employees and service partners ("customers"). This commitment extends to personal information about our customers that we might possess or acquire. We strive to protect the personal information under our control and take certain precautions to help maintain the security and accuracy of that data.

In line with the 8 Conditions in the Protection of Personal Information Act, 4 of 2013 (the Act), I/we:

- Accept joint responsibility and accountability with you to responsibly manage and protect your Personal Information when providing my/our services and solutions to you;
- Undertake to receive, only from you, and process the Personal Information that is necessary for the purpose to assist you with your required solutions, conclude the necessarily related agreements and consider the legitimate legal interests of everyone concerned, as required by the Act and to respect your right to withdraw your consent for the processing of your Personal Information;
- Undertake to only use your Personal Information for the purpose required to assist you or provide solutions to you;
- Undertake not to share or further process your Personal Information with anyone if not required for assisting you with your solutions or by the law;
- Undertake to be open and transparent and notify you as and when required by law regarding why and how your Personal Information needs to be collected;
- Undertake to safeguard and protect your Personal Information in my/our possession;
- Undertake to freely confirm what Personal Information I/we have, to update and correct the Personal Information, and to keep it for no longer than legally required.

We or the companies who provide or assist with the solutions you require need to collect, use, and keep your Personal Information as prescribed by relevant laws and regulations and for reasons such as:

- To share with and provide relevant products or services to you, to carry out the transaction you requested, and to maintain our relationship;
- To respond to your queries;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- For insurance underwriting purposes;
- To assess and process claims;
- To conduct credit reference searches or verification, only if you authorise this or if it's a requirement to provide your solutions to you;

- For operational purposes required to assist you with the solutions you require;
- For audit and record-keeping purposes;
- In connection with possible requirements by the Information Regulator or other Government agencies allowed by law, legal proceedings, or court rulings.

We may need to share your Personal Information and/or utilise software or online platforms to enter and process your information for an application, claims, or business management purposes. This will only be done in strict adherence to the requirements of the Act.

We and the companies providing the solutions to you may use “cookies” on our and their websites. They enable me/us and them to improve your future visits to our site as well as provide you with a more user-friendly experience. My/our and their Cookie Policy can be found on the websites.

Any additional information or concerns can be found and raised with the Information Regulator, who can be contacted as shared below, but please feel free to contact me/us first to discuss any questions or concerns you may have:

> **The Information Regulator (South Africa)**
> **Website:** https://www.justice.gov.za/inforeg/
> **Tel:** 012 406 4818
> **Email:** inforeg@justice.gov.za