

Efficient Benefit Consulting (Pty)
Limited

Effective Date: 1 May 2021 | Reviewed on: 18 October 2021

PRIVACY POLICY

1. INTRODUCTION AND OBJECTIVE

Efficient Benefit Consulting (Pty) Ltd, hereinafter referred to as EFBC, takes your privacy and the protection of your personal information seriously, and we will only use your personal information in accordance with this policy and applicable laws. This policy outlines how your personal information will be used by EFBC. It applies to personal and special personal information that you provide to us, or which we may collect about you from third parties. It is important that you read this policy carefully before submitting any personal information to us. By submitting any personal information to EFBC, you provide consent to the processing of your personal information and/or that of your child/children or any child that you are the legal guardian of (if applicable) as outlined in this policy. Please do not submit any personal information to EFBC if you do not agree to any of the provisions of this policy. If you do not consent to the provisions of this policy, or parts thereof, EFBC may not be able to provide its products and/or services to you.

2. DEFINITIONS

In this policy, unless the context otherwise indicates:

applicable laws	means all legislation that EFBC must adhere to and includes, but is not limited to, the Protection of Personal Information Act No 4 of 2013 ('POPIA'), Financial Intelligence Centre Act No 38 of 2001 ('FICA'), Financial Advisory and Intermediary Services Act No 37 of 2002 (FAIS), Companies Act No 71 of 2008 (CA), and Promotion of Access to Information Act of 2000 ('PAIA');
child or children	means a natural person under the age of 18 years who is not legally competent, without the assistance of a competent person, to take any action or decision in respect of any matter concerning him- or herself;
Efficient Group and its subsidiaries	means Efficient Group (Pty) Ltd, registration number 2006/036947/07, and its subsidiaries, as defined in the Companies Act No 71 of 2008;

personal information	<p>means information relating to you that includes, but not limited to:</p> <ul style="list-style-type: none"> a. information relating to race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, wellbeing, disability, religion, conscience, belief, culture, language and birth; b. information relating to education or the medical, financial, criminal or employment history; c. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to you; d. biometric information; e. personal opinions, views, or preferences; f. correspondence sent by you that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; g. your views or opinions of another individual; and h. your name, if it appears with other Personal Information relating to you or if the disclosure of your name itself would reveal information about you;
processing	<p>means any activity concerning personal information including:</p> <ul style="list-style-type: none"> a. collecting, receiving, recording, organising, collating, storing, updating, modifying, retrieving, altering, consulting or using; b. disseminating by means of transmission, distribution or making available in any other form; or c. merging, linking, restricting, degrading, erasing or destroying information;
special personal information	<p>means your:</p> <ul style="list-style-type: none"> a. religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information. b. criminal behaviour to the extent that such information relates to: <ul style="list-style-type: none"> i. alleged commission of any offence; or ii. any proceedings in respect of any offence allegedly committed by you or the disposal of such proceedings.

we, us or EFBC	means EFBC, (registration number 2007/032869/07), a registered financial services provider (FSP No. 48026) and a subsidiary of Efficient Group (Pty) Ltd;
you or your	means any prospective, new, or existing client, supplier, employee or prospective employee, service provider and other stakeholders of EFBC.

3. TYPES OF PERSONAL INFORMATION

3.1 We may collect the following personal information about you:

- 3.1.1 your name, address, contact details, date of birth, place of birth, identity number, passport number, bank details, gender, information about your beneficiary, your employment, tax number, marital status, pregnancy, and details about your financial information;
- 3.1.2 records of correspondence or enquiries from you or anyone acting on your behalf;
- 3.1.3 details of your transactions;
- 3.1.4 details of contracts that you enter into with us and carry out with us;
- 3.1.5 details of you made available on third-party sanctions lists; and
- 3.1.6 special categories of personal information that includes race, health and biometric information, such as photos, fingerprints, and/or voiceprints.

4. HOW WE COLLECT PERSONAL INFORMATION

- 4.1 You may provide personal information to us either directly or indirectly (e.g., through a financial advisor or agent acting on your behalf), by completing an application form for our products or services, or when requesting further information about our products or services, whether in writing, through our website, social media platforms, over the phone, or by any other means.
- 4.2 We may also collect your personal information from your appointed agent, any regulator or other third party that may hold such information.

5. HOW WE USE COLLECTED PERSONAL INFORMATION

- 5.1 We may use, transfer and/or disclose your personal information for the purposes of:
 - 5.1.1 providing you with the services, products, or offerings you have requested, and notifying you about important changes to these services, products, or offerings;
 - 5.1.2 managing your account or our relationship, and complying with your instructions or requests;
 - 5.1.3 detecting and preventing fraud and money laundering in the interest of security and crime prevention;
 - 5.1.4 assessing and resolving complaints;
 - 5.1.5 complying with operational, marketing, auditing, legal and record-keeping requirements;
 - 5.1.6 verifying your identity; and

5.1.7 verifying the identities of beneficial owners of entities.

5.2 We may, from time to time, contact you about products or services available from EFBC or specific Efficient Group subsidiaries, which we believe may be of interest to you, by email, phone, text messages or other means, unless you have unsubscribed from receiving such communication.

6. DISCLOSURE OF PERSONAL INFORMATION

6.1 Your personal information may be shared with other Efficient Group subsidiaries, financial advisors that market and sell our products and solutions, and selected third parties who process information on their behalf.

6.2 We may also disclose your personal information to third parties in the following circumstances:

6.2.1 to any other of Efficient Group's subsidiaries, business partners, shareholders, or other third party to:

- i. assess and monitor any of your applications for Efficient Group products or services;
- ii. determine which products or services may be of interest to you and/or to send you information about such products or services, unless you object or choose not to receive such communication; and
- iii. have a better understanding of your circumstances and needs to provide and improve our products and services to you;

6.2.2 to any relevant person and/or entity for purposes of preventing, detecting and reporting fraud and criminal activities, identifying the proceeds of unlawful activities and combatting crime;

6.2.3 to any regulator and/or supervisory authority, including those in foreign jurisdictions, if EFBC is required to do so in terms of applicable laws;

6.2.4 to a prospective buyer or seller of any of Efficient Group and its subsidiaries' businesses or assets, or any part thereof, subject to the parties adhering to personal information security and confidentiality requirements of applicable laws;

6.2.5 to any person, if we are under duty to disclose or share your personal information to comply with any applicable laws, or to protect the rights, property, or safety of EFBC, other clients or other third parties; and

6.2.6 to your financial advisor, his/her assistants and other employees who have a need to know for the purposes of providing our products or services to you, or any other person acting on your behalf.

6.3 We may transfer your personal information to other Efficient Group entities, agents, sub-contractors or third parties who conduct business in another country, including countries which may not have data privacy laws similar to those of the Republic of South Africa. Should this happen, we will ensure that anyone to whom we transfer your personal information agrees to treat your information with the same level of protection as if we were dealing with it.

6.4 If you do not wish for us to disclose personal information to third parties, please contact us at the

contact details set out below. We may, however, not be able to provide products or services to you if such disclosure is necessary but restricted by you.

7. RETENTION OF PERSONAL INFORMATION

We will retain your personal information indefinitely unless you object, in which case we will only retain it in accordance with retention periods as outlined in applicable laws, or for longer if we need to retain it for a lawful purpose (e.g., for the purposes of complaints handling, legal processes, and proceedings).

8. ACCESS TO, CORRECTION AND DELETION OF PERSONAL INFORMATION

- 8.1 You may request the details around the personal information which we hold about you under the PAIA. Fees to obtain a copy or a description of personal information held about you are prescribed in terms of the PAIA.
- 8.2 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 EFBC, please review our PAIA Manual located at www.efbc.co.za.
- 8.3 You may request the correction of personal information that we hold about you.
- 8.4 Please ensure that the personal information that 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, EFBC may limit the products or services offered to you, or elect not to open an account.
- 8.5 You have the 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 on our website or below.
- 8.6 You have a right to object, on reasonable grounds, to the processing of your personal information unless applicable laws provide for such processing.

9. INDEMNITY

You hereby indemnify and hold EFBC harmless from any loss, damages, or injury that you may incur as a result of:

- 9.1 the lawful processing of your personal information;
- 9.2 any unintentional processing of your personal information; and/or
- 9.1 the provision of incorrect or incomplete personal information to EFBC.

10. AMENDMENT TO THIS POLICY

10.1 We may amend this policy from time to time for any of the following reasons:

- 10.1.1 to provide for the introduction of new systems, methods of operation, products, services, offerings or facilities;
- 10.1.2 to comply with changes to any applicable laws or regulatory requirements;
- 10.1.3 to ensure that our policy is clearer and more favourable to you;
- 10.1.4 to rectify any mistake that may be discovered; and/or
- 10.1.5 for any other reason which EFBC, in its sole discretion, may deem reasonable or necessary.

10.2 Any such amendment will come into effect and become part of any agreement you have with EFBC when notice is given to you of the change by publication on our website www.efbc.co.za. It is your responsibility to check the EFBC website frequently.

11. COMPLAINTS

Should you believe that EFBC has used your personal information contrary to applicable laws, you undertake to first attempt to resolve any concerns with EFBC. If you are not satisfied with such process, you may have the right to lodge a complaint with the Information Regulator (South Africa), using the following contact details:

Tel: (012) 406 4818

Website: <https://www.justice.gov.za/infoereg/>

12. CONTACT US

If you have any comments or questions about this policy, please contact our Information Officer Marius du Toit on marius@efbc.co.za at EFBC.