



Privacy & Protection of Information Policy

Definitions

“1.618 Financial Services” or **“we”** refers to [1.618 Financial Services] registration number [TLH Capital trading as 1.618 Financial Services, 2010/009412/07], with domicilium citandi et executandi at [Blueberry Office Park Block C Unit 19 First Floor, Apple Street, Randpark Ridge, Roodepoort, 2156].

“Data Subject” means any person whether natural or juristic who has provided us with information or from whom we have collected information

“Personal Information” means facts of a distinctive and confidential nature provided by or collected from an identifiable, living, natural person, and/or an identifiable, existing juristic person for purposes of assisting 1.618 Financial Services in rendering a service to the client. Personal information may refer to records owned, held or otherwise under control of 1.618 Financial Services

“Processing” means any operation or activity, whether or not by automatic means, including but not limited to collection, receipt, storage, update, modify, retrieval, use, merge, link, restrict, degrade, erase, transmit or distribute.

“IO” or **“Information Officer”** means the person designated to handle complaints and requests in terms of this policy or any of the information that 1.618 Financial Services processes, so mandated in terms of Paragraph 11 of this policy.

1. Introduction

1.618 Financial Services is a registered FSP that is solution driven here to provide flawless service. The Protection of Personal Information Act 4 of 2013 requires that we keep you informed on how we use your information, for what purpose we collect and use your information, and how long we intend to keep it. We are committed to protecting our clients' privacy and will collect and use your information minimally, transparently, and for the purpose for which it was collected.

1.618 Financial Services is committed to keeping your information safe and secure, to provide you with reasonable access to your information, and to give effect to your rights in terms of POPI and the ECTA. To this extent, we emphasise that your information is collected only by necessity, used accordingly, and that it is necessary to protect your legitimate financial interests.

2. Legal Basis

Any information that we collect from you will be done with your consent. Consent will be obtained from our clients during negotiations, introductory meetings, initial briefs or a preliminary stage of analysis. If we are mandated by law to collect your information, we will notify you of the authorising law.

Where you provide us with information, you do so willingly and voluntarily with the understanding that we require the information to pursue both our clients' legitimate interests as well as our own.

To carry on business and to protect your financial interests, we require your information and will treat it with the utmost confidence- but should you at any time during the processing of your information object to the same, you may withdraw your consent by giving us reasonable notice.

3. Purpose of Collection

1.618 Financial Services requires certain categories of information (more info in paragraph 4 below) to ensure that you receive the quality service you have come to expect, and that your financial needs are met. Information may be collected for explicitly defined purposes or incidental to the function, activity or service of 1.618 Financial Services or a responsible third party.

The purpose of collecting your information includes, but is not limited to:

3.1.

1.618 Financial Services warrants that your information will never be used for a reason not in line with what it was collected for. Should the purpose we collect your information not be specified in this paragraph, the purpose will be communicated to you in writing and agreed to.

4. Information we collect

1.618 Financial Services collects different categories of information from our clients depending on their financial needs. We do not collect information that is excessive or irrelevant to the purpose specified, striving to collect only the information that is necessary for us to deliver our service.

To the extent we require information from you, you can expect to provide us with information including but not limited to:

- 4.1 full names and surnames;
- 4.2 postal and/or physical addresses;
- 4.3 identity number of the client;
- 4.4 contact details:
 - 4.4.1 Email addresses;
 - 4.4.2 Telephone numbers;
 - 4.4.3 Mobile phone numbers; and/or
 - 4.4.4 Fax numbers
- 4.5 etc;
- 4.6 any other information that may be necessary to enable us to provide you with our service.

Please bear in mind that this is not an exhaustive list and we may at times require information that is not contained herein. We will inform our clients as to the information we collect from them whenever practicable, whether such information is voluntary or mandatory, and what the consequences are if information is not provided (both in cases of mandatory and voluntary collection).

5. How we share your information

1.618 Financial Services staff are regularly reminded that they have a confidentiality obligation towards our clients who hold a Right to Privacy under the Constitution, and neither 1.618 Financial Services nor its staff will disclose your information to a third party unless:

- 5.1. we are required to do so by law; or
- 5.2. the disclosure is necessary to enable us to perform our functions as per our clients' mandates; or
- 5.3. it is vital to protecting the rights of 1.618 Financial Services.

In the event that your information is to be disclosed to a third party, 1.618 Financial Services will ensure that the third party receiving your information is as committed to protecting your privacy and information as we are.

6. Access to and Integrity of Information

1.618 Financial Services is committed to maintaining the integrity and accuracy of your information. To this extent, clients are reminded that they may request access to their own information at any time and to request that we update or correct any information that may be outdated or incorrect.

We take reasonable and routine steps to ensure that the information we collect is up to date and accurate. Where information does not need to be updated to fulfil the purpose for which it was collected, such information will not be updated without the client's express request.

1.618 Financial Services provides for four categories of requestors for access to information:

- 6.1 a person requesting his or her own information;
- 6.2 a person requesting information for and on behalf of another person;
- 6.3 a person requesting information about another person; or
- 6.4 a public body that requests information in the public interest

Requestors must provide proof of identity and a Power of Attorney where applicable. 1.618 Financial Services may request any other information to verify the requestor's identity.

7. Security of Information

The safety and confidentiality of your information is of paramount importance to 1.618 Financial Services and its staff. To this extent, 1.618 Financial Services is committed to preventing unauthorized access, damage, loss of, or destruction of your information by ensuring industry-appropriate and adequate security measures are implemented and persistently reviewed.

We do our best to identify risks both internal and external and to adapt accordingly we implement security systems with due regard to generally accepted information security practices. The specific measures we have implemented are further elaborated on in our Information Security Policy and our Operational Risk Management Framework Policy that you can access here.

Where there are reasonable grounds to suspect that the personal information of a data subject has been breached (accessed, acquired, deleted or damaged by an unauthorised third party), we will notify the data subject of such a breach as well as inform the information regulator as soon as reasonably possible after the breach is discovered.

8. Duration of Information

Information we collect on data subjects will not be held for longer than necessary, or if the purpose for which said information was collected has ultimately been fulfilled, or if the collected information has become obsolete.

Where no agreements, other laws or terms in this policy apply, a record of personal information will be kept for one year after the information was used, including the specific purpose for which the information was collected.

In terms of the Financial Intelligence Centre Act, 1.618 Financial Services is an accountable institution and we are therefore required to maintain a record of certain categories of information for at least five years from the date on which the transaction was concluded. In terms of S22, FICA requires the following information to be kept:

- 8.1 the identity of the client;
- 8.2 the identity and authority of a person acting on behalf of the client;
- 8.3 the identity of the person the client is acting on, as well as the client's authority to act on behalf of that person;
- 8.4 the manner in which the identity of the persons referred to above were established;
- 8.5 the nature of the business relationship or transaction;
- 8.6 the amounts and parties involved in a transaction;
- 8.7 all accounts involved in transactions concluded by 1.618 Financial Services in the course of a business relationship or transaction;
- 8.8 the name of the person who obtained the information above on behalf of 1.618 Financial Services; and
- 8.9 any document or copy of document obtained by 1.618 Financial Services in order to verify the identity of the persons above.

We will destroy Records of Personal Information as soon as reasonably practicable, unless further retention is required by law or agreed to between the parties.

For more information on how we approach the retainment of your information, please refer to Annexure A to view our Records & Retention Policy. For more information on durations of specific records, please refer to Annexure B to view our Record Retainment Duration Policy.

9. Erasure of Information

1.618 Financial Services will endeavour that information be destroyed, where reasonable, after its retention period has lapsed in terms of paragraph 8.

If paragraph 8 does not apply, clients are reminded that they have the right to obtain the erasure of their personal data without an undue delay if:

- 9.1 the information is no longer necessary for the specified purpose it was collected for; or
- 9.2 where the data subject withdraws consent in terms of paragraph 2 of this policy; or
- 9.3 the collected personal information is inaccurate, irrelevant, excessive or incomplete.

If clients prefer for 1.618 Financial Services to cease processing their information instead of deleting it, reasonable notice may be given to this effect following which we will immediately stop processing your information.

10. Direct Marketing

We will never process your information for the purpose of direct marketing (or spam) unless:

- 10.1 you have consented to such processing; or
- 10.2 you had not previously refused consent; and if
- 10.3 your contact details were obtained in the context of providing you with our services; and if
- 10.4 you were given reasonable opportunity to object to the direct marketing; or
- 10.5 you are already a client.

11. Information Officer

1.618 Financial Services' Information Officer is responsible for:

- 11.1 Ensuring information policies are reviewed, up to date and sufficient;
- 11.2 Handling complaints or requests made in terms of this policy;
- 11.3 Supporting this policy with relevant documentation;
- 11.4 Ensuring Information Security training is conducted;
- 11.5 Backing up data;
- 11.6 Reporting incidents and allocating security responsibilities; and
- 11.7 Any other relevant information-related duty or responsibility.

1.618 Financial Services' Information Officer is Candice Giles with Contact Number: 082 782 8226, and E-Mail Address: candice@1618.co.za.

12. Application of Policy


The obligations in this policy apply to 1.618 Financial Services, its management, staff members, and representatives. Any external individuals who 1.618 Financial Services entrusts personal information or the security thereof to are also bound by the terms in this policy.

13. Signatures

As authorised signatory of 1.618 Financial Services I, Candice Giles hereby confirm official adoption of this policy.


09/10/2020
Signed & Dated – Director

Candice Samantha Giles
Full name and surname – Director


09/10/2020
Signed & Dated – Information Officer

Candice Samantha Giles
Full name and surname – Information Officer