



nuera GROUP
empowering you...

POPIA PRIVACY STATEMENT

1. **RESPONSIBLE PARTY**

Nu Era Fund Administrators with place of business situated at 3 Irene Street, Bellville, 7530.

2. **INFORMATION OFFICER**

FULL NAMES	Colin Daries
E-MAIL ADDRESS	cdaries@nuera.co.za
TELEPHONE NUMBER	021 946 2519

3. **PURPOSE OF COLLECTING PERSONAL INFORMATION**

Your personal information will be processed for the following reasons - To perform our mandate as a financial intermediary including:

- Providing you with financial advice and services, quotes on financial products etc;
- To verify your identity;
- To issue, administer and manage your insurance policies;
- To obtain insurance quotations from various insurers;
- To deal with premiums;
- To process insurance claims and to take recovery action;
- To notify you of new products or developments that may be of interest to you;
- To confirm, verify and update your details;
- To carry out any instructions that pertain to your group scheme, your requests and requirements;
- To comply with any legal and regulatory obligations.

4. **PROCESSING OF PERSONAL INFORMATION**

The act of processing information includes any activity of operations, whether by automatic means, concerning personal information and includes: the collection, receipt, recording, organisation, collation, storage, updating or modification, distribution or making available in any other form; as well as any restriction or destruction of information.

The following Personal Information may be processed by Nu Era Fund Administrators for the purpose set out above, are:

- *Full names and surname of Contractor*
- *Company name and company registration number*
- *How the business trades or their main trade of business*
- *Name, surname, address, and identity number of directors and/or members*
- *Identity and or Passport number*
- *Home and or business address*
- *Full names and surname of policyholders*

- *Bank details*
- *Marital status*
- *Race and gender*
- *Occupation*
- *Insurance history*
- *Claims history*

The above personal information will be supplied by you or by third parties for the purposes stated above.

The personal information may also be accessed through third parties such as Companies and Intellectual Property Commission portal, and other insurance companies. The supply of the above information is required for you to be able to enter into and maintain insurance agreements with the Insurer.

5. RECIPIENTS OF PERSONAL INFORMATION:

The following persons may be recipients of the personal information that is being processed (the list is not intended to be complete):

- *Our staff members*
- *Insurance and reinsurance companies*
- *3rd party compliance officer / consultant*
- *Regulatory bodies*
- *Service providers such as specialist investigators etc.*
- *Premium collection agencies*
- *Insurance operating systems operators*

The recipients and third parties are also required to take precautions to treat your personal information confidentially and with the required security measures and protocols.

Your personal information may be hosted on servers and processed by recipients and third parties, which may be located outside of South Africa.

6. RIGHT TO ACCESS PERSONAL INFORMATION

You can request access to the personal information that Nu Era holds about you and if you think that we have incorrect or outdated information, please request us to update or correct it.

7. RIGHT TO RECTIFY PERSONAL INFORMATION

You have the right to request that your personal information must be corrected or deleted where Nu Era is no longer authorised to retain the personal information.

8. RIGHT TO OBJECT TO THE PROCESSING OF PERSONAL INFORMATION

If on reasonable grounds you object to the processing of your personal information. We will give due consideration to the request and the requirements of POPIA. We may cease to use or disclose your personal information and may, subject to any statutory and contractual information retention rights or requirements, also destroy the personal information no longer lawfully required.

9. SECURITY PROTOCOLS

All personal information collected will be stored and maintained on secure servers with only authorised persons allowed to view the personal information for purposes of maintaining and processing your policy, claims or complaints you may have. Nu Era will take appropriate, reasonable technical and organisational measures to avoid loss of or unlawful access to personal information.

10. COMPLAINTS

Should you have any complaints, please email the Insurer at complaints@renasa.co.za or if not satisfied the Information Regulator at complaints.IR@justice.gov.za where we are unable to resolve your complaint to your satisfaction you have the right to complaint to the Information Regulator:

The Information Regulator

Physical Address: SALU Building, 316 Thabo Sehume Street, Pretoria

Email: inforreg@justice.gov.za

Website: <http://www.justice.gov.za/inforeg/index.html>