



## FAULDS (Pty) Ltd : PRIVACY STATEMENT

### CUSTOMER PRIVACY NOTICE (POPI)

As an authorised Financial Services Provider, **FAULDS (Pty) Ltd** (FSP No. 18716) are committed to protecting your privacy and to ensure that your personal information is collected appropriately, lawfully and transparently.

We collect and process personal information mainly to provide access to relevant services and to help us improve our offerings to you. Personal information will only be used for the purposes it was collected or agreed, for example to:

- provide service and to maintain our relationship;
- confirm and verify an authorised person for security and or credit purposes;
- conduct market- or customer satisfaction research or for statistical analysis;
- comply with any legal and regulatory requirements.

The type of information collected will be informed by the purpose for which it is required. Any optional information will be highlighted where it is relevant.

Unless directed otherwise, information will be sourced directly from Prospective Clients enquiring about our services; and Clients who have mandated us to act on their behalf, through application forms, questionnaires and the like, either electronically or in hard copy. We may also augment this information through any other available sources such as websites and research.

We will also use your personal information to comply with legal and regulatory requirements, or industry codes that apply to us.

Disclosure of personal information will further be limited to service providers involved in the delivery of services to you. Where personal information is transferred further afield for processing or storage, we will ensure that all stakeholders agree to treat your information with the same level of protection as we are obliged to.

In an effort to protect personal information from unauthorised access and use, we review our security controls and related processes regularly. This includes:

- Physical security;
- Computer and network security;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

You have the right to ask us to update, correct, delete or request a copy of your personal information we hold, in which case you can submit a request to: The Information Officer on [info@wisepro.co.za](mailto:info@wisepro.co.za) or through our [on-line request form](#).

You also have the right to lodge a complaint, which can be done through our [on-line complain submission](#) or with the Information Regulator, being: *Adv Pansy Tlakula* on [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)