

PRIVACY NOTICE

The Insurance and Banking Staff Association ('IBSA') is committed to protecting your privacy as well as ensuring that your personal information is collected and used properly, lawfully and transparently in compliance with the Protection of Personal Information Act.

This Notice explains how IBSA obtains, uses and discloses your personal information and further informs you of your rights and how to exercise them.

WHO WE ARE

Insurance and Banking Staff Association (IBSA)

THE INFORMATION WE COLLECT

We collect your personal information in the general course of our operations in order to provide you with our services and to comply with relevant legislation.

The type of information we collect will depend on the purpose for which it is collected and utilised. We only collect information that we need for those purposes.

We collect information directly from you and your employer.

PURPOSES FOR WHICH WE USE YOUR INFORMATION

We may utilise your personal information only for the following purposes:

- To represent you in various processes and forums;
- In connection with legal proceedings;
- To comply with legal and regulatory requirements, or when it is otherwise allowed by law;
- To conduct market surveys or for statistical analysis;
- For audit and record keeping purposes;
- For communication purposes;
- For marketing purposes;
- To utilise your information to keep you informed about matters which are or should be of particular interest to you; and
- To trace you where you are uncontactable.

DISCLOSURE OF INFORMATION

We may disclose your personal information for the purpose of conducting surveys or if required by legislation to our service providers. We shall always ensure that agreements are in place to monitor compliance with these privacy terms.

We may also disclose/share your information:

- Where we have a duty or a right to disclose in terms of law; or
- Where we believe it is necessary to protect our rights.

INFORMATION SECURITY

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and use of any personal information. We shall, on an ongoing basis, continue to review our security controls and related processes to ensure that your personal information is secure.

Our security policies and procedures cover:

- Physical security;
- Computer security;
- Access to personal information;
- Retention and disposal of information; and
- Acceptable usage of personal information.

When we are in contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that any personal information that we remain responsible for, is always kept secure.

YOUR RIGHTS

We shall take all reasonable steps to confirm your identity where necessary when you exercise your rights.

Access to information

You have the right to request a copy of your personal information we hold. To do this, you can send an email to ibsa@ibsa.org.za and request the information.

Objection to processing

In certain cases, you have the right to object to the processing of your personal information. If you wish to object, please contact us via e-mail at ibsa@ibsa.org.za.

Correction of your information

You have the right to ask us to update or correct your personal information. You may do this by contacting us via e-mail at ibsa@ibsa.org.za.

Deletion of your information

You agree that we may keep your personal information until we destroy your information based on IBSA's destruction standards. You have the right to ask for deletion or destruction of your personal information – we shall comply unless the law requires us to keep it or if we require it for legitimate business purposes. You may action this by contacting us via e-mail at ibsa@ibsa.org.za.

CHANGES TO THIS NOTICE

Please note that we may amend this Notice from time to time. Please check our website periodically to inform yourself of any changes.

HOW TO CONTACT US

If you have questions about this Notice or believe we have not adhered to it, or if you require further information about our privacy practices, please contact us via e-mail at ibsa@ibsa.org.za.

INFORMATION REGULATOR

You have the right to complain to the Information Regulator, whose contact details are:

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

General enquiries: infoereg@justice.gov.za

Complaints: complaints.IR@justice.gov.za

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