

## PROTECTION OF PERSONAL INFORMATION ACT

We understand that the information we are requesting in this application is deemed to be personal information in terms of the Protection of Personal Information Act 2013 (the POPI Act) and we will accordingly take all reasonable steps to ensure that your information is processed/used/ stored in accordance with the POPI Act and with our and/or Santam's Privacy Policy, more specifically for the following purposes.

- To assess your application for an Agency (Intermediary Services mandate) with Santam Ltd (through Mirabilis Engineering Underwriting Managers) and to verify certain information provided with reliable sources (i.e. FSCA, SARS etc.).
- To monitor and assess your compliance with relevant regulations and to ensure that you remain Fit & Proper to render intermediary services in respect of the products administered by Mirabilis (on behalf of Santam Ltd)
- To communicate any policy changes or renewals of Policies of mutual clients or relevant market/industry related information to you (as and when required).
- To engage you for the completion of compliance questionnaires or market surveys.

Note that although the provision of the information in question is voluntary, we will unfortunately not be able to grant you an Agency with Santam Ltd (specific to Mirabilis) unless all requested information is provided and all questions in our Application form are fully completed.

In addition to the above, we may occasionally be required to share your personal information within the Santam Group and/or with Mirabilis' external service providers, affiliates and associates for the above purposes and/or further processing compatible with the above purposes and that would be in Santam's legitimate interests.

Whenever we process personal information, we take reasonable steps to keep your personal information accurate and up-to-date for the purpose for which it was collected. You may also contact us at any time to exercise the following rights that you have in terms of the POPI Act (subject to any regulatory obligations placed on us/Santam Ltd):

- To request that we provide you with access to your personal information held/processed by us;
- To request that we erase or correct the personal information that we hold (where appropriate/possible);
- To request that we transfer any personal information held by us to you, or to any other person/system selected by you in a structured, commonly used and machine-readable format;
- To request that we restrict the processing of your personal information for reasons provided for in the POPI Act.

### MIRABILIS ENGINEERING UNDERWRITING MANAGERS (PTY) LTD

MIRABILIS IS AN AUTHORISED FINANCIAL SERVICES PROVIDER: 28190

PHYSICAL ADDRESS: 1<sup>ST</sup> FLOOR, CRADOCK PLACE, 5 CRADOCK AVENUE, ROSEBANK, 2196  
TEL NO: 0861 100 100 / +27 11 880 8200  
REGISTRATION NO: 2006/018854/07

POSTAL ADDRESS: PO BOX 2081, SAXONWOLD, 2132  
FAX NO: +27 11 880 6857  
VAT NO: 4130230354

**DIRECTORS: CB MEYER (CHIEF EXECUTIVE), SA GRAHAM (EXECUTIVE), QM MATTHEW (NON-EXECUTIVE), JDV MELVILLE (NON-EXECUTIVE), HD NEL (NON-EXECUTIVE)**

Please note that as an Agent of the Insurer/Santam Ltd you are considered to be an Operator (as defined in the POPI Act) and potentially as a Responsible Party in your own right, in respect of any personal information obtained from current/prospective policyholders for underwriting/claims purposes. As such, you are required to ensure that you obtain the necessary Consent from current/prospective policyholders in order to process and share their information with Santam Ltd and its associates/underwriting managers/operators/service providers.

Therefore, by signature of this Application form you undertake and confirm that any information of current/prospective policyholders provided to us/Santam is done with the Policyholder's voluntary, specific and informed consent.

Note that Santam Ltd is the Responsible Party in respect of any Personal Information obtained herein or in respect of this Agency Application and that Mirabilis acts as their authorized Operator in this regard.

Should you wish to lodge a complaint regarding our compliance with the POPI Act or in respect of the processing of your personal information, please contact the Santam Client Care department (contact details below):

Email: [complaints@santam.co.za](mailto:complaints@santam.co.za)

Telephone: 0860 102 725

Fax: (021) 915 7434

Alternately, you also have the right to approach the South African Information Regulator (contact details below) should the above process not adequately address your concerns.

Email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

Postal address: PO Box 31533

Braamfontein

Johannesburg

2017

Physical address: JD House

27 Stiemens Street

Braamfontein

Johannesburg

2001

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