



## **NEW NATIONAL ASSURANCE COMPANY PRIVACY NOTICE**

This Notice describes how we obtain, use, and disclose your personal information, as is required by the Protection of Personal Information Act (“POPIA”). New National Assurance Company (NNAC) is committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully, and transparently.

### **1. THE INFORMATION WE COLLECT**

We collect and process your personal information primarily to provide you with access to our services and products as well as to assist us improve our services to you.

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

We collect information directly from you when you provide us with your personal details, for example when you purchase a product or services from us or when you submit enquiries to us or contact us. Where possible, we will inform you what information you are required to provide to us and what information is optional.

### **2. HOW WE USE YOUR INFORMATION AND THE PURPOSE**

We will use your personal information only for the following purposes:

- To provide products or services to you, to carry out the transaction you requested and to maintain our relationship.
- To provide you with information about offerings that will support and enhance your retirement benefits that you qualify for.
- For underwriting purposes;
- To assess and process claims.
- To conduct credit reference searches or verification.
- To confirm and verify your identity or to verify that you are an authorized user for security purposes;
- For maintaining accuracy of your personal information;
- For the detection and prevention of fraud and crime



- To conduct market or customer satisfaction research or for statistical analysis.
- For audit and record keeping purposes;
- In connection with legal proceedings.

### 3. DISCLOSURE AND COLLECTION OF INFORMATION

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you.

We may share your personal information with, and obtain information about you from:

- Third parties for the purposes listed above, for example credit reference and fraud prevention agencies, law enforcement agencies, tracing agents.
- Other insurers to prevent fraudulent claims.

We have a responsibility to take all reasonably practicable steps to ensure your personal information is complete, accurate, not misleading and updated on a regular basis. To facilitate this, we will always try to obtain personal information from you directly. Where we are unable to do so, we will make use of verifiable independent third-party data sources.

### 4. INFORMATION SECURITY

We are legally obligated to provide sufficient protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, 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:

- Computer and network security.
- Access to personal information.
- Secure communications.
- Security in contracting out activities or functions.
- Retention and disposal of information.
- Acceptable usage of personal information.
- Monitoring access and usage of private information.
- Investigating and reacting to security incidents.

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

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.



## 5. YOUR RIGHTS: ACCESS TO INFORMATION

You have the right to request a copy of the personal information we hold about you. To do this, contact us on the email address listed below and specifically state what information you would like. We will take all reasonable steps to confirm your identity before providing details of your personal information.

Please note that any such access request may be subject to a payment of a legally allowable fee, and we will let you know what it is at the time of your request.

Please visit NNAC website at [www.nnac.co.za](http://www.nnac.co.za) to access the POPIA & PAIA policy

## 6. CORRECTION OF YOUR INFORMATION

In certain cases, you have the right to object to the processing of your personal information. You also have the right to request us to update your information and ask us to correct or delete your personal information when it is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully. You may do this by contacting us at the email address listed below.

Where we cannot delete your personal information, we will take all steps to make it anonymous. You agree that we may keep your personal information until you ask us to delete or destroy it. This is unless the law requires us to keep it.

We will take all reasonable steps to confirm your identity before making changes to personal information we may hold about you.

We would appreciate it if you would keep your personal information accurate.

## 7. 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. ([www.nnac.co.za](http://www.nnac.co.za))

## 8. HOW TO CONTACT US

If you have questions about this Notice or believe we have not adhered to it or need further information about our privacy practices or wish to give or withdraw consent, exercise preferences or access or correct your personal information, please contact our Head of Compliance, Ms. Vicky Lakhraj at [vicky@nnac.co.za](mailto:vicky@nnac.co.za).

