



## **PROSPERITY PRIVACY STATEMENT**

This document encompasses Prosperity's Privacy Statement. Kindly read this document carefully prior to using the site.

This privacy statement is complementary to, and should be read and understood with, the general terms and conditions also posted on this site.

### **1. The General Principles of our Privacy Statement**

- 1.1. The purpose of this privacy statement is to set out how we collect, use, share and otherwise process your personal information when you use this Site, register or apply online for any of products or services, or when you contact us electronically.
- 1.2. When you engage with us, you trust us with personal information about yourself, your dependants and/or beneficiaries.
- 1.3. You have the right to object to the processing of your personal information. It is voluntary to accept these terms and conditions. However, we require your consent to the aforementioned processing to enable us to contract with you.

### **2. Mechanism for Collection of Personal Information**

- 2.1. Whenever you use the Site, complete an application form, use one of the products or as offered on our site, we collect your personal information.
- 2.2. You understand that when you include your spouse and dependents on this site or on your application, we will process their personal information in line with the terms and conditions of this site and/or for the activation of a policy or benefit and to pursue their legitimate interest. We will furthermore process their information for the purposes set out in this privacy statement.

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2.3. Prosperity may have collected your information from other sources. If you share your personal information with any third parties, we will not be responsible for any loss suffered by you, your dependents, your beneficiaries or spouse.

2.4. If you are providing informed consent for a person under 18 years (a minor) you confirm that you are a Competent Person and that you have authority to give consent on behalf of the minor.

2.5. You must be 18 years of age or older to make use of our services/our website. If you are under 18 years of age, you must have your parent or guardian's consent.

### **3. Collect, share and use Personal Information**

3.1. You agree that we may process your personal information for all purposes that relate to the Site and the products, services, facilities, tools or utilities offered on the Site as informative and successful as possible, where same is required to provide efficient service delivery.

3.2. Where applicable and to the extent appropriate, you confirm that we may share your personal information within the Prosperity Group of companies for:

- Administration;
- fraud prevention; and
- the delivery of Group-wide services.

3.3. You also confirm that we may share and combine all your personal information for any one or more of the following purposes:

- market, statistical and academic research; and
- to customise our benefits and services to enhance our service offering.

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3.4. Your privacy is important to us and we will therefore not sell, rent or provide your personal information to unauthorised third parties for their independent use, without your consent.

3.5. You agree that we may transfer your personal information outside South Africa:

- Where you provide us with an email address that is hosted outside South Africa;
- Or to administer certain services, for example, cloud services;
- Where the medical aid fund or insurer administered by us or utilizing our IT Company for services is domiciled within the Republic of Namibia.

We will ensure that any country, company or person that we pass your personal information to agrees to treat your information with the same level of protection as we are obligated to.

3.6. You agree that we may communicate with you electronically about any changes to your policy or benefits, including contributions or changes and improvements to the benefits that you are entitled to in terms of your policy or benefits.

3.7. We have a duty to keep you updated about any offers and new products that we make available from time to time and therefore may communicate with you about these.

3.8. We may process your information using automated means (without human intervention in the decision-making process) to make a decision about you or your application for any product or service. You may query the decision made about you.

3.9. We have the right to communicate with you electronically about any changes on your policy, including your contributions or changes and improvements to the benefits you are entitled to on the policy you have chosen.

3.10. Please let us know if you do not wish to receive any direct telephone marketing from us.

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- 3.11. Please also let us know if you do not wish to receive any direct electronic marketing from us. We will store your personal information for the purpose to action this request and action it as soon as reasonably possible.

#### 4. Location data

- 4.1. Once you have given the Site access to your location, we collect the latitude and longitude of your device/s as well as information relating to your movement. Your location can be determined using the following:

4.1.1 GPS;

4.1.2 IP address;

4.1.3 Sensor data from your devices; and

4.1.4 Cell phone towers and Bluetooth-enabled devices near your device.

- 4.2. We use your location data for certain features on the Site such as emergency assistance, finding a provider, ordering of medicine, or measuring your driving to allocate rewards.

- 4.3. If you would no longer like us to collect location data, you may adjust your device settings. This will have an impact on certain features on the Site, such as the ability to locate you in case of emergency.

#### 5. Protection of your Personal Information

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- 5.1. We value the information that you choose to provide and will take appropriate, reasonable technical and organisational steps to protect your personal information from loss, misuse or unauthorised alteration. The information Prosperity has concerning our clients is stored in databases that have built-in safeguards to ensure the privacy and confidentiality of that information.

## 6. Correction of Personal Information

- 6.1. You have an obligation to notify us where any of your personal information held by us has changed or is no longer valid to ensure that our records are up to date via our Client Services department at: [clientservices@prosperitynam.com](mailto:clientservices@prosperitynam.com).
- 6.2. You have the right to know what personal information we hold about you. If you wish to receive a copy, please complete an 'Access Request Form' and specify the information you would like. We will take all reasonable steps to confirm your identity before providing details of your personal information

Please note that we are entitled to charge a legally allowable fee for this service which fee is R90.

- 6.3. You have the right to ask us to update, correct or delete your personal information. 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 or dispose thereof.

## 7. Personal Information in respect of Third-Party.

- 7.1. As Prosperity is not responsible for any representations or information or warranties or content on any third party website (including third party websites linked to this website, websites facilitated by us or websites that serve as social networks like Facebook or Twitter), Prosperity does not exercise control over the privacy policies of these third

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parties and we urge you to review the privacy policy of these third parties to see how they protect your privacy.

7.2. We may enter into arrangements with third-party suppliers in order for them to provide services to you. Those arrangements may require us to disclose your personal information to them, whether in person or by means of an application or the Prosperity App.

7.2.1. If a third party asks us for any of your personal information, we will share it with them only if:

(a) you have already given your consent for the disclosure of this information to that third party; or

(b) we have a legal or contractual duty to give the information to that third party.

7.3. You agree that your personal information may be shared with third parties such as academics and researchers, including those outside South Africa. We ensure that the academics and researchers will keep your personal information confidential and all data will be made anonymous to the extent possible and where appropriate. No personal information will be made available to a third party unless that third party has agreed to abide by strict confidentiality protocols that we require. If we publish the results of this research, you will not be identified by name.

If we want to share your personal information for any other reason, we will do so only with your permission.

7.4. If we become involved in a proposed or actual merger, acquisition or any form of sale of any assets, we have the right to share your personal information with the third parties in connection with the transaction. In the case of a merger, acquisition or sale, the new entity will have access to your personal information. The terms of the Privacy Statement will continue to apply.

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## 8. Cookies, e-mail tracking pixels and Online advertising

- 8.1. Prosperity may use cookies. We use the word "cookie" to refer to information that is sent from the Site to your hard drive, where it is saved. In this way, the next time you use the Site, we will know who you are and that you have visited the Site before. We may also collect information about how you use the website, your preferences and past browsing history.
- 8.2. Prosperity engages third parties that help us deliver banner advertisements and other online communications. The third parties may collect and use information about our customers to help us understand the offers, promotions, and types of advertising that are most appealing to our customers. The personal information they collect is aggregated and cannot be linked to a person.
- 8.3. Third party vendors, such as Google Marketing Platform, show our ads on sites on the internet.
- 8.4. Third party vendors, such as Google Marketing Platform, use cookies to serve ads based on a user's prior visits to our website.
- 8.5. Users may opt out of Google Marketing Platform's use of cookies and e-mail tracking pixels by visiting the Google advertising opt-out page or by visiting the Network Advertising Initiative opt out page.

## 9. Changes to this Privacy Statement

- 9.1. We may amend this privacy statement at any time. We will give you notice of any material changes within a reasonable time, however, we recommend that you familiarise yourself with this privacy statement on a regular basis to ensure that you have sight of the latest version on an ongoing basis.

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9.2. The most updated version of this privacy statement will govern the respective rights and obligations between Prosperity and yourself whenever you access the Site.

## 10. Applicable Law

10.1. This privacy statement is governed by the laws of the Republic of South Africa, and you consent to the jurisdiction of the South African courts in respect of any dispute which may arise out of or in connection with the formation, interpretation, substance or application of this privacy statement.

## 11. Personal Information Contrary to this Privacy Statement.

Where you believe that we have used your personal information contrary to this Privacy Statement, you must first attempt to resolve any concerns with us. If you are not satisfied after this process, you have the right to lodge a complaint with the Information Regulator, under the Protection of Personal Information Act, No. 4 of 2013.

The contact details are:

The Information Regulator (South Africa)

JD HOUSE, 27 Stiemens Street,

P.O Box 31533

Braamfontein, Johannesburg, 2001

Telephone Number: +27 (0) 10 023 5207

Fax Number: (011) 403-0668

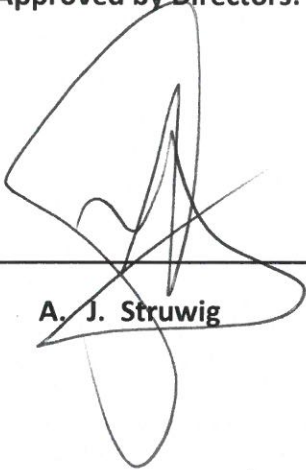
Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

General enquiries email: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

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DATE: \_\_\_\_\_

Approved by Directors:




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A. J. Struwig

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J. M. Struwig



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M. H. Kruger



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C. B. Serfontein

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M. A. Gebhardt



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J. F. van der Post