

DULA PRIVACY NOTICE – PROTECTION OF PERSONAL INFORMATION ACT (“POPIA”)

Dula powered by Bitventure (Pty) Ltd (hereinafter referred to as “Bitventure” or “the Responsible Party”) understands that your personal information is important to you and that you may be apprehensive about disclosing it. Your privacy is just as important to us, and we are committed to safeguarding and processing your information in a lawful manner.

We also want to make sure that you understand how and for what purpose we process your information. If for any reason you think that your information is not processed in a correct manner, or that your information is being used for a purpose other than that for what it was originally intended, you can contact our Information Officer.

You can request access to the information we hold about you at any time and if you think that we have outdated information, please request us to update or correct it.

Our Information Officer's Contact Details	
Name	Gerald Naidoo
Contact Number	0118660000
Email Address:	admin@bitventure.co.za

Our details:

Bitventure Consulting Group (Pty) Ltd

6 Florence Avenue, Bedfordview, 2008

Organisation E-mail address: admin@bitventure.co.za

The Organisation is an authorised financial services provider with FSP nr 51134, and a PASA registered System Operator & Third-Party Payments Provider. We render FAIS financial services in the following product categories:

- Long-term Insurance: Subcategory A
- Short-term Insurance: Personal Lines
- Long-term Insurance: Subcategory B1
- Short-term Insurance: Commercial Lines
- Friendly Society Benefits
- Long-term Insurance: Subcategory B2
- Long-term Insurance: Subcategory B2-A
- Long-term Insurance: Subcategory B1-A
- Short-term Insurance: Personal Lines
- Long-Term Insurance subcategory C
- Retail Pension Benefits
- Pension Funds Benefits
- Participatory interests in a collective investment scheme
- Long-term Deposits
- Short-term Deposits

The source of collection of your personal information

We collect personal information directly from the following data subjects:

- Prospective clients who enquire about our financial services and other regulated services
- Existing clients during the course of the business relationship
- Vendors and channel partners
- Third-party service providers.

Personal information is collected directly from you through the completion of an application form, online forms, during consultation and when enquiries are made. These forms are completed either electronically or in hard copy. You may also be requested to provide your personal information during your consultation with a representative.

We may also collect information about you from other sources such as external third parties and from cookies on our website.

Law authorising or requiring collecting of the personal information

As an authorised financial services provider, credit bureau and PASA System Operator, we are obligated in terms of the following legislation to collect your personal information insofar as it relates to the rendering of the relevant financial services to you:

- Financial Advisory and Intermediaries Services Act 37 of 2002 (FAIS);
- Financial Intelligence Centre Act 38 of 2001 (FICA);
- Insurance Act 18 of 2017;
- Short-Term Insurance Act 53 of 1998;
- Long-Term Insurance Act 52 of 1998;
- National Payment Systems Act 78 of 1998;
- Protection of Personal Information Act 4 of 2013;
- Promotion of Access to Information Act 2 of 2000.

Purpose for Processing your Information

We collect, hold, use and disclose your personal information mainly to provide you with access to the services and products that we provide. We will only process your information for a purpose you would reasonably expect, including:

- Complying with the obligations contained in the contract concluded between yourself and Bitventure
- Providing you with advice, products and services that suit your needs as requested
- To verify your identity and to conduct credit reference searches
- To facilitate collection of insurance premiums
- To process insurance claims and to take recovery action
- To notify you of new products or developments that may be of interest to you
- To confirm, verify and update your details
- To comply with any legal and regulatory requirements

Some of your information that we hold may include, your first and last name, email address, a home, postal or other physical address, other contact information, your title, birth date, gender, occupation, qualifications, company registration number, past employment, residency status, your investments, assets, liabilities, insurance, income, expenditure, family history, medical information and your banking details.



Some of the aforementioned personal information may be mandatory to provide within the context of product providers' underwriting requirements and disclosures.

Failing to provide compulsory information may lead to our organisation's inability to carry out the functions necessary to perform as an authorised financial services provider and/or licensed credit bureau and PASA System Operator.

Third parties and your personal information

We may need to share your information to third parties in order to provide advice, reports, analyses, products or services that you have requested. Where we share your information, we will take all precautions to ensure that the third party will treat your information with the same level of protection as required by us.

These third parties may include:

- Your employer (where applicable);
- The Compliance Officer of the organisation (where applicable);
- Analytics and search engine providers assisting in the enhancement of our websites;
- Information Technology specialists assisting us with data storage, security, processing, analytics, etc;
- Auditors of the Organisation;
- Regulatory or governmental authorities such as the Financial Sector Conduct Authority and the Prudential Authority;
- Commercial banks;
- Registered credit bureaux.

The Transfer of your personal information outside of the Republic of South Africa

Your information may be hosted on servers managed by a third-party service provider, which may be located outside of South Africa. The third-party service providers are located in:

- United States of America
- European Union

Where personal information is transferred outside South Africa, appropriate contractual, technical and organisational safeguards will be implemented in accordance with applicable laws.

Retention

Personal information is retained only for as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations, resolve disputes and enforce agreements.

Information Security

We maintain appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse, disclosure or alteration.

Complaints and objections

As a data subject, you have the right to –

- Request that we confirm, free of charge, whether or not we hold personal information about you;
- Request that we provide you with a description of the personal information we hold about you, and to explain why and how it is being processed (please complete Annexure A);
- Request that we consider your objections to the processing of your personal information (please complete Annexure B);



- Lodge a complaint with the Information Regulator (please complete Annexure B).

The Information Regulator

In the event that your personal information has not been processed in accordance with the POPI Act and the principles set out above, you have the right to lodge a complaint with the Information Regulator.

For further information regarding the complaints process, please visit the website of the Information Regulator, as indicated below. Alternatively, you may contact the Information

Regulator for further assistance:

The Information Regulator: Adv Pansy Tlakula

Physical Address: Woodmead North Office Park, 54 Maxwell Drive,
Woodmead, Johannesburg, 2001

Email: POPIAComplaints@inforegulator.org.za

Website: <https://inforegulator.org.za/>

ANNEXURE A: PERSONAL INFORMATION REQUEST FORM

Please submit the completed form to the Information Officer:	
Name	
Contact	
Number	
Email	
Address:	

Please be aware that we may require you to provide proof of identification prior to processing your request. There may also be a reasonable charge for providing copies of the information requested.

A. Particulars of Data Subject	



ANNEXURE B: POPI COMPLAINT FORM

We are committed to safeguarding your privacy and the confidentiality of your personal information and are bound by the Protection of Personal Information Act.

Please submit your complaint to the Information Officer:	
Name	Gerald Naidoo
Contact	0118660000
Number Email	admin@bitventure.co.za
Address:	

Where we are unable to resolve your complaint, to your satisfaction you have the right to complain to the Information Regulator.

The Information Regulator: Adv Pansy Tlakula

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Email: complaints.IR@justice.gov.za

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

A. Particulars of Complainant



Name & Surname	
Identity Number:	
Postal Address:	
Contact Number:	
Email Address:	
B. Details of Complaint	
C. Desired Outcome	
D. Signature Page	
Signature:	
Date	