



PRIVACY NOTICE IN TERMS OF PROTECTION OF PERSONAL INFORMATION ACT ("POPIA")

We at Vap-Sure, respect your constitutional right to privacy. We are committed to and bound by the terms and provisions of the Protection of Personal Information Act 4 of 2013 ("POPI") regarding the acquisition, usage, retention, transmission and deletion of your personal information. We will check and validate the information you provide through legal means for purpose that you consented to and only in the interest of your insurance. We have high level security measures in place to protect your personal information.

Your personal information herein collected is for the primary purpose of providing you with insurance cover and for all other activities and processes incidental to and relevant to this purpose. Your information shall be kept confidential; however, we shall disclose it to certain third parties as per consent and for purpose of your insurance related cover. This may include insurers, but not limited to same for the specific purpose of insurance and to reduce and prevent any form of fraudulent activity. Sharing of information includes, but is not limited to, information sharing as arranged in public interest.

Should you decide to cancel this insurance contract Vap-Sure must retain the information for a longer period as prescribed by any other legislation that we have to comply with. You further consent to Vap-Sure retaining the information in line with the legally permitted retention period, for statistical and reporting purposes only.

You may request Vap-Sure to amend, update, change or correct your personal information processed by us by sending a request your nearest Vap-Sure office or Vap-Sure's Information Officer and/or Deputy Information Officer who can be reached in one of the following manners:

Name Surname	: Ross Whitcombe
Designation	: Deputy Information Officer
Telephone number	: 086 100 0519
Email address	: ross@vapsure.co.za

Should you decide not to accept the proposal, the information collected, will be de-identified and only used for statistical and research purposes.

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

Email: complaints.IR@justice.gov.za

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

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ANNEXURE A: PERSONAL INFORMATION REQUEST FORM

Please submit the completed form to the Information Officer:	
Name	Ross Whitcombe
Contact Number	086 100 0519
Email Address	ross@vapsure.co.za

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	
Name & Surname:	
Identity Number:	
Postal Address:	
Contact Number:	
Email Address:	
B. Request	
I request Vap-Sure to:	
(a) Inform me whether it holds any of my personal information	<input type="checkbox"/>
(b) Provide me with a record or description of my personal information	<input type="checkbox"/>
(c) Correct or update my personal information	<input type="checkbox"/>
(d) Destroy or delete a record of my personal information	<input type="checkbox"/>
C. Instructions	
D. Signature Page	
Date:	

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	Ross Whitcombe
Contact Number	086 100 0519
Email Address	ross@vapsure.co.za

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	
Date	