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Match Consulting CC t/a Match Insurance Brokers  
Company Registration No. 1998/042706/23

An Authorised Financial Services Provider  
FAIS Licence Number: 21171

**Fleets | Construction | Commercial | Marine | Goods in Transit | Buildings | Guarantees & Bonds | Liability**

At Match Insurance we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently in compliance with the Protection of Personal Information Act.

This Notice explains how we obtain, use and disclose your personal information and aims to inform you of your rights and how to exercise them.

**This Notice sets out:**

*Who we are*

*What information we collect and from where we collect it*

*The purposes for which we use your information*

*Our aim to provide ongoing financial services*

*To whom we disclose your information*

*How we safeguard your information*

*Your rights to access and correction and deletion of information*

*Changes to this Notice*

*How to contact us*

*The Information Regulator's contact details*



## WHO WE ARE

In this Notice, “**MATCH INSURANCE Brokers**”, is a company who is authorized Financial Service Provider that operate in South Africa.

## THE INFORMATION WE COLLECT

We collect and process your personal information mainly to provide you with access to our services and products, to help us improve our offerings to you and for certain other purposes explained below. In order for us to do this, you must provide us with the information that we request, failing which we cannot enter into a relationship with you or assist you.

When you provide us with information about third parties (for example your spouse, and/or dependents), we will process their personal information to issue a policy/benefit and to pursue their legitimate interest. We will furthermore process personal information for the purposes set out in this Notice. You warrant that when you give us personal information about third parties, this information is accurate and correct and you have received their permission to share their personal information with us for the purposes set out in this Privacy Notice or any other related purposes.

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 where you provide us with your personal details, for example when you apply for a product or services from us or when you submit enquiries to us or contact us.

We have a duty to take all reasonably practicable steps to ensure your personal information is complete, accurate, not misleading and updated on a regular basis. To enable this, we will always try to obtain personal information from you directly, and we shall appreciate it if you would keep your personal information up to date and accurate. You can do so by sending us an email to [admin@matchinsurance.co.za](mailto:admin@matchinsurance.co.za).



## **PURPOSES FOR WHICH WE USE YOUR INFORMATION**

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

- To provide our products or services to you, to carry out the transaction you requested and to maintain our relationship
- For underwriting purposes
- To assess and process claims
- To conduct credit reference searches or verification
- To confirm and verify your identity
- For maintaining the accuracy of your personal information
- For operational purposes, and where applicable, credit scoring and assessment and credit management
- For purposes of claim checks
- For the detection and prevention of fraud, crime, money laundering or other malpractice
- For audit and record keeping purposes
- In connection with legal proceedings.

We will also use your personal information to comply with legal and regulatory requirements or industry codes to which we subscribe or which apply to us, or when it is otherwise allowed by law (for example to protect Match Insurance's interests).

## **DISCLOSURE 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 have agreements in place to ensure that they comply with these privacy terms.

We may share your personal information with:

Other insurers to prevent fraudulent claims.

### **We may also disclose your information:**

*Where we have a duty or a right to disclose in terms of law or industry codes; or Where we believe it is necessary to protect our rights.*



## INFORMATION SECURITY

We are legally obliged to provide adequate 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:

- Physical security
- 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
- Governance and regulatory issues
- Monitoring access and usage of personal 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.

## YOUR RIGHTS

We will take all reasonable steps to confirm your identity when you exercise your rights.

- Access to information
- Objection to processing
- Correction of your information
- Deletion of your information
- Automated decision making

You agree that we may process your personal information by 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.



## 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, please contact us at [info@matchinsurance.co.za](mailto:info@matchinsurance.co.za) / **0861 2 (MATCH) 62824**

