



PRIVACY NOTICE

(Notice to Stakeholders on how the FB Makelaars (Pty) Ltd processes Personal Information in terms of the Protection of Personal Information Act, Act 4 of 2013 (PoPI))

At FB Makelaars (Pty) Ltd (an Authorised Financial Services Provider) FSP No. 45900 we are committed to protecting the privacy and safeguarding the integrity and confidentiality of all stakeholders' personal information.

We hereby assure all our clients that any personal information provided to or used by us will be processed safely and lawfully and declare our commitment to the following:

The Purpose of Collecting and Processing Personal Information?

We shall not process your personal information without your consent and shall only use your information for the purpose it was provided. If for any reason you think that your information is not being used as intended or incorrectly or is out of date, please notify our information officer on the contact details below.

What is Personal Information and which Information do we use?

In terms of POPI, Personal Information is defined as: information relating to a natural/juristic person, including, but not limited to:

1. information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person;
2. information relating to the education or the medical, financial, criminal or employment history of the person;
3. any identifying number, symbol, email address, physical address, telephone number, location information, online identifier, or other assignment to the person;
4. the biometric information of the person;
5. the personal opinions, views, or preferences of the person;
6. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
7. the views or opinions of another individual about the person; and
8. the name of the person if it appears with other personal information relating to the person, or if the disclosure of the name itself would reveal information about the person.

Please Note: At FB Makelaars the information we use is limited to items 1 – 4 above and only insofar as the information required is compatible with the purpose of collection.

We shall not market to you or provide your information to any third parties for marketing or commercial purposes without your consent, except as part of a specific program or feature which you will specifically be able to opt-out of.

Protecting your Personal Information

In terms of legislation, we are obliged to implement measures and strategies to ensure protection of your personal information, whereby, unauthorised access and use is deterred. Our security and safeguards policies and procedures, include the following:

- Physical security of assets and records;
- Computer and network security;
- Limited 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 private information;
- Investigating and reacting to security incidents.

When we contract with third parties, we obtain assurances and or impose appropriate security, privacy, and confidentiality obligations on them to ensure that personal information that we remain responsible for, is secured. 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 and committed to doing.

Access to Personal Information

You may contact our offices to enquire what personal information we hold for you. We shall make the information available to you upon request and after reasonable satisfaction that you have confirmed your identity to us. We use a template on our PAIA document that MUST be filled in by the person enquiring about any personal information.

Correction of Personal Information

We are obliged to store information which is accurate and updated. You may update, correct, amend, or delete any personal information provided to us at any time. We will take all reasonable steps to confirm your identity before making changes to personal information.

Contact details of our Information Officer

Name and Surname:	Stephanus Johannes George (Fanie) Bezuidenhoudt
Contact Numbers:	☎049-892-2887 or 📞 084-706-9494
E-mail Address	Profcon.fb@gmail.com

Retention of Data

We will retain your personal information only for as long as is necessary for the purposes set out in this Notice or to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes and enforce our legal agreements and policies.

We may also retain usage data for internal analysis purposes. Usage data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our Sites and/or Portals, or we are legally obligated to retain this data for longer periods.

Termination

Should you at any point wish to revoke any consent provided to us to use your personal information, please contact us and we will assist you accordingly.

Amendments

Please note that we may amend this notice from time to time and will send out communication to this effect, should it be necessary.

Complaints

You have the right to address any complaints you may have regarding your personal information to our offices, at PO Box 94, Graaff-Reinet 6280, or to our Information Officer. Alternately you may contact the Information Regulator:

The Information Regulator (South Africa)
JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
P.O Box 31533, Braamfontein, Johannesburg, 2017
Complaints e-mail: complaints.IR@justice.gov.za
General enquiries e-mail: infoereg@justice.gov.za