

SHARING OF INSURANCE INFORMATION NOTICE

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 You can request access to the information we hold about you at any time and if you think that we have outdated information, please request us to update or correct it.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

Landline Number: +27 (0)12 940 4958

Mobile: +27 (0)84 505 8300

Email Address: ricardor@mercuryins.co.za

Our details:

Mercury Administrator and Underwriter Agency (Pty) Ltd.

183 Leonie Street,

Trent Bridge Office Park,

Doringkloof, Centurion,

0157

Landline Number: +27 (0)12 940 4958

Organisation E-mail address: info@mercuryins.co.za

Mercury Administrator and Underwriting Agency is an authorised financial services provider with FSP nr 17405. We are authorised to render financial services in the following product categories: Short-Term Insurance Personal Lines, Short-Term Insurance Commercial Lines and Short-term Insurance Personal Lines A1

Why do we need your information?

- Mercury would like to offer you ongoing financial services and as a company that provides you with a service, we need to gather certain information to deliver that service to you. If you would like to make use of our services, we need your permission in terms of the POPI Act to process, store and share that information.
- The information we collect will depend on the reasons for which it is collected and used. This might differ in our various interactions. We will only collect information that we need for that particular purpose and no more than necessary. We'll also tell you what information you need to provide to us and what information is optional.
- We will usually obtain information from your broker via different means but may from time to time also obtain publicly available information.
- Your information may be processed by third parties like regulators, our software providers, or other suppliers to ensure you get great service and may be transferred cross border, for instance where we use cloud services to store data or if one of our own service providers are situated overseas.

What information?

From time to time, we may collect the information which includes, but is not limited to:

- information relating to the education or the medical, financial, criminal or employment history of the person.
- any identifying number, symbol, email address, physical address, telephone number, location information, online identifier, or other particular assignment to the person.
- the biometric information of the person.
- the personal opinions, views or preferences of the person.
- 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.
- the views or opinions of another individual about the person; and
- 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.
- 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.

What for?

We may use your information or obtain information about you for the following purposes:

- Underwriting
- Assessment and processing of claims
- Credit searches and/or verification of personal information
- Claims checks
- Tracing beneficiaries
- Fraud prevention and detection
- Market research and statistical analysis
- Audit & record keeping purposes
- Compliance with legal & regulatory requirements
- Verifying your identity
- Sharing information with service providers we engage to process such information on our behalf or who render services to us.

Your rights:

- You have a right not to share the information as set out above but in that instance we cannot offer you our services. You may contact us to enquire what information of yours we hold. You also have the right to correct your information or to request us to delete the information unless the law states that we must hold the information. You have a right to revoke this consent. If you would like to contact us in relation to your information, please see our contact details on our website.
- You also have the right to complain to the Information Regulator, whose contact details are:
<http://www.justice.gov.za/inforeg/index.html>
Tel: (012) 406-4818
Fax: (086) 500-3351
Email: inforeg@justice.gov.za