



MohapiGroup

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THE PROTECTION OF PERSONAL INFORMATION ACT CUSTOMER PRIVACY NOTICE

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act ("POPIA").

At Mohapi Group we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

About the Company

SM Mohapi Financial Services t/a Mohapi Group provides investment management, financial planning & advisory services and consumer education.

The information we collect

We collect the following information from our investment clients for compliance with the Financial Intelligence Centre Act (FICA):

Identity document
Proof of banking details
Proof of residence
Proof of income/benefit statement
Tax number

We collect this information directly from the client where you provide us with your personal details.

How we use your information

We will use your personal information only for the purposes for which it was collected and agreed with you. It is mandatory for a client to supply FICA requirements when investing money;

- To confirm and verify your identity
- For the detection and prevention of fraud, crime, money laundering or other malpractice.

If a client fails to supply their FICA requirements, we cannot invest their money.

Disclosure of information

We have to disclose your personal information to our service providers who are involved in the delivery of products or services to you such as Allan Gray and Ninety One, however, this information will remain within the borders of South Africa. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- 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 on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities;
- 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 party service providers i.e., Allan Gray and Ninety One we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure. Mohapi Group as well as these organisations are regulated and report to the Financial Sector Conduct Authority (FSCA) which imposes all organisations to have a confidentiality policy.

Your Rights: Access to information

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses as provided above or on our website and specify the information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal information.

Updating of personal information

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate.

Definition of personal information

According to the Act “**personal information**” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, COR Concepts also includes the following items as personal information:

- All addresses including residential, postal and email addresses.
- Change of name – for which we require copies of the marriage certificate or official change of name document.

The right to object the processing of personal information

The Financial Intelligence Centre Act enforces the processing of personal information before a client can open an investment account; this is to combat money laundering and terrorist activities. In this instance, the objection of processing of personal information means that a client will not be able to invest with us.

How to contact us

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us using the contact information on this letterhead above or on our website www.mohapigroup.co.za.

The right to lodge a complaint to the information regulator

POPIA information regulator contact details:

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

P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaints: email: complaints.IR@justice.gov.za

General enquiries: email: inforeg@justice.gov.za

Yours sincerely



Keletso Mohapi
Investments & consumer education