

# Rand Swiss (Pty) Ltd

## Privacy Policy

## Introduction

We are committed to safeguarding and lawfully processing your information. To uphold our commitment to protect your personal information, we adhere to this privacy policy which recognises the importance of the protection of personal information as envisaged by the Constitution of the Republic of South Africa, and the Protection of Personal Information Act 4 of 2013.

Should you for any reason think as your provider we are not processing your personal information correctly or have any questions regarding our Privacy Policy and the handling of personal information, you may contact our Information Officer. You can also request access to the information we hold about you at any time. In the event you notice the information we store is outdated, kindly request us to update or correct it.

## Acknowledgement

By using the Rand Swiss website, you acknowledge and agree that Internet transmissions are never completely private or secure. You acknowledge that any message or information you send to the website may be read or intercepted by others, even if there is a special notice that a particular transmission (for example, credit card information) is encrypted.

## The source of collection of your personal information

We collect personal information directly/indirectly from the following data subjects:

- Prospective clients who enquire about our services
- Clients of our clients utilising our investing services

Personal information is collected directly/indirectly from you in requested documentation accompanied by the signed mandate. Mandates are completed either electronically or in hard copy. Your information may be collected from your browsing activity on our website by way of cookies. Additional information may be collected from external third-party providers.

## The purpose of processing your information

We collect, hold, use, and disclose your personal information to provide you with access to financial services and products. We will only process your information for a purpose you would reasonably expect, including:

- Complying with our contractual obligations,
- To verify your identity and to conduct credit reference searches,
- To notify you of any new products or developments that may be of interest to you,
- To confirm, verify and update your details,
- To comply with any legal and regulatory requirements.

Some of the information held may include: Your first and last name; email address; home, postal or other physical address; other contact information; your title; birth date; gender; occupation; qualifications; residency status; your investments, assets, income, and expenditure; and your banking details.

## Third parties and your personal information

We may need to share your information with third parties to assist with the processing of personal information, reports, analyses, products, or services that you have requested. Where we share your information, we will take all precautions to ensure that the third party will treat your information with the same level of protection required by us.

## 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 explain why and how it is being processed (Please complete a Personal Information Request Form),
- Request that we consider your objections to the processing of your personal information (Please complete the Objection to the Processing of Personal Information Form "Privacy – Form 1"),
- Lodge a complaint with the Information Regulator (Please complete the POPI Complaint Form).

All forms are available at request from [info@randswiss.com](mailto:info@randswiss.com).

## The Information Regulator

If 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: <https://infoeregulator.org.za>

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  
E-mail: [POPIAComplaints@infoeregulator.org.za](mailto:POPIAComplaints@infoeregulator.org.za)

Our Information Officer's contact details:

Name: Gary John Booysen  
Contact number: +27 11 781 4454  
Email address: [gary@randswiss.com](mailto:gary@randswiss.com)

Our contact details:

Organisation name: Rand Swiss (Pty) Limited  
Physical address: One Exchange Square, 2 Gwen Lane, Sandton, 2196  
Contact number: +27 11 781 4454  
Email address: [info@randswiss.com](mailto:info@randswiss.com)