

Dear Multilex Client

The Protection of Personal Information Act (POPIA)

The purpose of the Protection of Personal Information **Act (POPIA)** is to protect people from harm by protecting their personal information. To stop their money being stolen, to stop their identity being stolen, and generally to protect their privacy, which is a fundamental human right.

The Protection of Personal Information Act (POPIA) is the comprehensive data protection legislation that obliges organizations to regulate the manner in which personal information may be processed, by establishing specific conditions and principals, in harmony with international standards, that prescribe the minimum threshold requirements for the lawful processing of personal information;

POPIA was signed into law by the President on 1 July 2020 to be effective by 1 July 2021 and much work has taken place behind the scenes in preparation for this deadline.

What does POPIA mean for you as a client?

The purpose of the POPIA act is to give effect to the constitutional right to privacy, by safeguarding your personal information when processed by a responsible party.

Multilex Insurance Brokers Pty LTD has always been committed to treating client information in an ethical manner and POPIA provides the legal framework and requirements for this treatment. All companies, including Multilex, are now required by law to deal with client information in a responsible manner and with far more diligence than ever before. This includes how and why we obtain your personal information, how your personal information is processed, shared, stored as well as access to this information.

The privacy of your personal information: We care about the privacy, security and online safety of your personal information and we take our responsibility to protect this information very seriously. Below is a summary of how we deal with your personal information.

Processing your personal information: As required by insurance, tax, and other legislation, we have to collect and process some of your personal information in order to provide you with our products and services.

Sharing your personal information: To your insurance company so they may assess your claims, prevent fraud and to conduct surveys, we will share your personal information with other insurers, industry bodies, credit agencies and service providers. This includes information about your insurance, claims and premium payments.

Accessing your medical information: We may request any necessary medical testing or examinations. We may also ask you, as the policyholder or covered person in term of the policy, to send us any medical information including the results of any blood testing we may need for insurance companies to accurately assess the risk or your claims.

Protecting your personal information: We take every reasonable precaution to protect your personal information (including information about your activities) from theft, unauthorized access, and disruption of services.

Should you require more information on the POPIA act and your rights as a client, please feel free to contact us.