

# MED SELECT

Med Select is an Authorised financial services provider FSP 32700  
Council for Medical Schemes Accredited: ORG 2999



*Trusted peace of mind*

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[medselect@telkomsa.net](mailto:medselect@telkomsa.net)  
[www.med-select.co.za](http://www.med-select.co.za)

## Protection of Personal Information (POPI) Policy

### Objective:

The objective of this policy is to protect **Med Select** information assets from threats, whether internal or external, deliberate, or accidental, to ensure business continuation, minimise business damage and maximise business opportunities. This policy establishes a general standard on the appropriate protection of personal information within **Med Select**, it provides principles regarding the right of individuals to privacy and to reasonable safeguards of their personal information.

### Scope:

This policy applies to the sole proprietor or key individuals, representatives, and staff of **Med Select**. The company and key individuals (or management) are ultimately responsible for ensuring that information security is effectively managed. The Information Officer of **Med Select** is responsible for:

- The development and upkeep of this policy.
- Ensuring this policy is supported by appropriate documentation, such as procedural instructions.
- Ensuring that documentation is relevant and kept up to date.
- Ensuring this policy and subsequent updates are communicated to relevant managers, representatives, staff, and associates, where applicable.

The company and all key individuals, representatives and staff are responsible for adhering to this policy, and for reporting any security breaches or incidents to the Information Officer.

The external individual(s) who is (are) contracted to handle the information technology of **Med Select**, must adhere to the same information security as that of **Med Select**, and will confirm by separate agreement that they have such security measures in place in respect of processing of personal information.

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## Key Principles:

The company and each key individual, representative and staff member of **Med Select**, is committed to the following principles:

- To be transparent with regards to the standard operating procedures governing the collection and processing of personal information.
- To comply with all applicable regulatory requirements regarding the collection and processing of personal information.
- To collect personal information only by lawful and fair means and to process personal information in a manner compatible with the purpose for which it was collected.
- Where required by regulatory provisions, to inform individuals when personal information is collected about them.
- To treat sensitive personal information that is collected or processed with the highest of care as prescribed by regulation.
- Where required by regulatory provisions or guidelines, to obtain individuals' consent to process their personal information.
- To strive to keep personal information accurate, complete, and up to date and reliable for their intended use.
- To develop reasonable security safeguards against risks such as loss, unauthorized access, destruction, use, amendment, or disclosure of personal information.
- To provide individuals with the opportunity to access the personal information relating to them and, where applicable, to comply with requests to correct, amend or delete personal information.
- To share personal information, such as permitting access, transmission, or publication, with third parties only with a reasonable assurance that the recipient has suitable privacy and security protection controls in place regarding personal information.
- To comply with any restriction and/or requirement that applies to the transfer of personal information internationally.

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## Personal Information Collected

Section 9 of POPI states that "*Personal Information may only be processed if, given the purpose for which it is processed, it is adequate, relevant and not excessive.*"

**Med Select** collects and processes client's personal information pertaining to the client's financial needs. The type of information will depend on the need for which it is collected and will be processed for that purpose only. Whenever possible, we will inform the client as to the information required and the information deemed optional. Examples of personal information we collect include, but is not limited to:

- The Client's Identity number, name, surname, address, postal code, marital status, and number of dependants.
- Description of the client's residence, business, assets; financial information, banking details, etc-.
- Any other information required by **Med Select**, suppliers and Insurers to provide clients with an accurate analysis of their insurance needs.

**Med Select** aims to have agreements in place with all product suppliers, insurers and third party service providers to ensure a mutual understanding about the protection of the client's personal information.

**Med Select** suppliers will be subject to the same regulations as applicable to us.

With the client's consent, **Med Select** may also supplement the information provided with information we receive from other providers to offer a more consistent and personalized experience in the client's interaction with us. For purposes of this Policy, clients include potential and existing clients.

## The Usage of Personal Information

The Client's Personal Information will only be used for the purpose for which it was collected and as agreed.

This may include:

- Providing products or services to clients and to carry out the transactions requested.
- For underwriting purposes.
- Assessing and processing claims.
- Conducting credit reference searches or- verification.
- Confirming, verifying, and updating client details.
- For purposes of claims history.
- For the detection and prevention of fraud, crime, money laundering or other malpractices.
- Conducting market or customer satisfaction research.

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- For audit and record keeping purposes.
- In connection with legal proceedings.
- Providing **Med select** services to clients, to render the services requested and to maintain and constantly improve the relationship.
- Providing a diverse product offering (Cross Selling) related to the financial needs of **Med Select's** clients pertaining to Short-term or Long-term Insurance with approved providers of such services.
- Providing communication in respect of **Med select** and regulatory matters that
- may affect clients; and
- In connection with and to comply with legal and regulatory requirements or when it is otherwise allowed by law.

According to **section 10** of POPI, personal information may only be processed if certain conditions, listed below, are met along with supporting information for **Med Select** processing of Personal Information:

1. The client's consents to the processing:
  - 1.1 - Consent is obtained from clients during the introductory, appointment and needs analysis stage of the relationship.
2. The necessity of processing:
  - 2.1 - To conduct an accurate analysis of the client's needs for purposes of amongst other credit limits, insurance requirements, etcetera.
3. Processing complies with an obligation imposed by law on **Med Select**.
4. The Financial Advisory and Intermediary Services Act ('FAIS') requires Financial Service Provider's ('FSPs') to conduct a needs analysis and obtain information from clients about their needs to provide them with applicable and beneficial products.
5. Processing protects a legitimate interest of the client — it is in the client's best interest to have a full and proper needs analysis performed to provide them with an applicable and beneficial product or service.
6. Processing is necessary for pursuing the legitimate interests of **Med select** or of a third party to whom information is supplied — to provide our clients with products and or services both **Med Select** and any of our product suppliers require certain personal information from the clients in order to make an expert decision on the unique and specific product and or service required.

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## Disclosure of Personal Information

**Med Select** may disclose a client's personal information to any of the joint venture companies and or approved product- or third-party service providers whose services or products clients elect to use. **Med Select** has agreements in place to ensure that compliance with confidentiality and privacy conditions.

**Med Select** may also share client personal information with and obtain information about clients from third parties for the reasons already discussed above. We may also disclose a client's information where it has a duty or a right to disclose in terms of applicable legislation, the law, or where it may be deemed necessary to protect **Med Select's** rights.

## Safeguarding Client Information

It is a requirement of POPI to adequately protect personal information. **Med Select** will continuously review its security controls and processes to ensure that personal information is secure.

The following procedures are in place to protect personal information:

- **Med Select's INFORMATION OFFICER** is Jacobus Visser whose details are available below and who is responsible for the compliance with the conditions of the lawful processing of personal information and other provisions of POPI.
- **THIS POLICY** has been put in place and training on this policy and the POPI Act has already taken place and will be conducted regularly
- Each new employee will be required to sign an **EMPLOYMENT CONTRACT** containing relevant consent clauses for the use and storage of employee information, or any other action so required, in terms of POPI;
- Every employee currently employed within the FSP will be required to sign an addendum to their **EMPLOYMENT CONTRACTS** containing relevant consent clauses for the use and storage of employee information, or any other action so required, in terms of POPI;
- **Med Select's** archived client information is stored on site which is also governed by POPI, access is limited to these areas to authorized personal.
- **Med Select's** product suppliers, insurers and other third-party service providers will be required to sign a **SERVICE LEVEL AGREEMENT** guaranteeing their commitment to the Protection of Personal Information; this is however an ongoing process that will be evaluated as needed.
- All electronic files or data are **BACKED UP** by **Med Select** which is also responsible for system security that protects third party access and physical threats through our IT Service provider.

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- **CONSENT** to process client information is obtained from clients (or a person who has been given authorisation from the client to provide the client's personal information) during the introductory, appointment and needs analysis stage of the relationship.

## Access and Correction of Personal Information

Clients have the right to access the personal information **Med Select** holds about them. Clients also have the right to ask us to update, correct or delete their personal information on reasonable grounds. Once a client objects to the processing of their personal information, the FSP may no longer process said personal information. **Med Select** will take all reasonable steps to confirm its clients' identity before providing details of their personal information or making changes to their personal information.

## INFORMATION OFFICER DETAILS

**NAME:** Jacobus (Jacques) Visser

**TELEPHONE NUMBER:** 011 867 6646

**E-MAIL ADDRESS:** [membership@med-select.co.za](mailto:membership@med-select.co.za)

## Amendments to This Policy

Amendments to, or a review of this Policy, will take place on an *ad hoc* basis or at least once a year. Clients are advised to get access to our policy periodically to keep abreast of any changes. Where material changes take place, clients will be notified directly.

**Implementation:** This policy is implemented by **Med Select** and will be adhered to by the company and all key individuals, representatives and staff who are tasked with collecting and processing of personal information. Non-compliance with this policy may result in disciplinary action and possible termination of employment or mandate, where applicable.

Signed this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

\_\_\_\_\_  
Signature of Information Officer