

# RISE

RETIREMENT INVESTMENTS AND SAVINGS  
FOR EVERYONE



## **RETIREMENT INVESTMENTS AND SAVINGS FOR EVERYONE (PTY) LTD PRIVACY NOTICE**

### **1. OVERVIEW OF RETIREMENT INVESTMENTS AND SAVINGS FOR EVERYONE (PTY) LTD**

Retirement Investments and Savings For Everyone (RISE) is a licensed Fund Administration, Investment Management and Consulting business that offers affordable and practical one-stop solutions for the needs of Retirement Funds and their members.

### **2. DEFINITIONS**

In this document, references to RISE are to RISE and its divisions, segments and business units. Confirmation as to whether this privacy notice applies to a specific company associated with RISE can be sought through the contact details provided in this privacy notice.

Any product or service offered to a client by RISE is referred to as a solution in this document.

In this notice "process" means how RISE collects, uses, stores, makes available, destroys, updates, discloses, or otherwise deals with clients' personal information. As a general rule, RISE will only process clients' personal information if this is required to deliver or offer a solution to a client. RISE respects clients' privacy and will treat their personal information confidentially. RISE may combine clients' personal information and use the combined personal information for any of the purposes stated in this notice.

### **3. PURPOSE OF THIS NOTICE**

Protecting clients' personal information is important to RISE. To do so, RISE adheres to general principles in accordance with applicable privacy laws.

This privacy notice aims, among other things, to enable its clients to understand how RISE undertakes to collect, use and store their personal information. This notice also outlines clients' privacy rights and how the law protects clients.

RISE collects personal information about its clients. This includes information which clients share with us, information that RISE gathers during the course of the relationship with the client, as well as information about your marketing preferences.

In terms of applicable privacy laws, this notice may also apply on behalf of other third parties (such as authorised agents and contractors), acting on RISE's behalf when providing clients with solutions.

RISE may change this notice from time to time if required by law or its business practices. Where the change is material, RISE will notify clients and will allow a reasonable period for clients to raise any objections before the change is made. Please note that RISE may not be able to continue a relationship with a client or provide clients with certain solutions if they do not agree to the changes.

The latest version of the notice, available at our offices and on request via email, will apply to clients' interactions with RISE.

### **4. RESPONSIBLE PARTY AND OPERATOR**

RISE is the responsible party where it is responsible for determining why and how you will use clients' personal information. When a client uses any solution, the responsible party will be the entity which the client engages to take up the solution. It will be clear to clients from the documentation they receive when using or taking up a solution who the responsible party is who should be contacted in the first instance.

### **5. WHAT IS PERSONAL INFORMATION?**

Personal information refers to any information that identifies a client (including juristic entity) or specifically relates to a client. Personal information includes, but is not limited to, the following information about a client:

- marital status (married, single, divorced); national origin; age; language; birth; education;
- financial history (e.g. income, expenses, obligations, assets and liabilities or insurance and money management);
- employment history and your current employment status;
- gender or sex (for statistical purposes as required by the law); · identifying number (e.g. an account number, identity number or passport number); e-mail address; physical address (e.g. residential address, work address or physical location); telephone number;
- information about your location (e.g. geolocation or GPS location);
- online identifiers; social media profiles;
- biometric information (e.g. fingerprints, signature or voice);
- race (for statistical purposes as required by the law);
- physical health; mental health; wellbeing; disability; religion; belief; conscience; culture;
- medical history; criminal history; employment history;
- personal views, preferences and opinions;
- confidential correspondence; or
- another's views or opinions about a client and a client's name also constitute personal information.

### **6. WHAT IS SPECIAL PERSONAL INFORMATION?**

Special personal information, includes the following personal information about a client:

- religious and philosophical beliefs;
- race (e.g. where a client applies for a solution where the statistical information must be recorded);
- ethnic origin;
- trade union membership;
- political beliefs;
- health including physical or mental health, disability and medical history (e.g. where a client applies for an insurance policy);
- biometric information (e.g. to verify a client's identity); or
- criminal behaviour where it relates to the alleged commission of any offence or the proceedings relating to that offence.

### **7. PROCESSING CLIENTS' PERSONAL INFORMATION**

RISE may process clients' personal information for the reasons outlined below.

- 7.1.** If it is necessary to conclude or perform under a contract RISE has with a client or to provide a solution to a client. This includes:
- assess and process applications for solutions;
  - to assess RISE's lending and insurance risks;
  - to conduct credit assessments and credit scoring;
  - to provide a client with solutions they have requested;
  - to manage and maintain client accounts or relationships
  - to enable the RISE to deliver documents or statements to clients;
  - to communicate with clients and carry out client instructions and requests;
  - to respond to client enquiries and complaints;
  - to enforce and collect on any agreement when a client is in default or breach of the terms and conditions of the agreement, such as tracing a client, or to institute legal proceedings against a client;
  - to disclose and obtain personal information from credit bureaux regarding a client's credit history;

- o to meet record-keeping obligations;
- o to conduct market and behavioural research, including scoring and analysis to determine if a client qualifies for solutions, or to determine a client's credit or insurance risk;
- o to enable clients to participate in and make use of other RISE solutions;
- o for security and identity verification, and to check the accuracy of client personal information; or
- o for any other related purposes.

**7.2.** Law – RISE may process clients' personal information if the law requires or permits it. This includes:

- o to comply with legislative, regulatory, risk and compliance requirements (including directives, sanctions and rules);
- o to comply with codes of conduct and industry agreements;
- o to fulfil reporting requirements and information requests;
- o to process payment instruments and payment instructions (such as a debit order);
- o to meet record-keeping obligations;
- o to detect, prevent and report theft, fraud, money laundering, corruption, and other crimes. This may include the processing of special personal information, such as alleged criminal behaviour or the supply of false, misleading or dishonest information during the customer due diligence process with RISE or avoiding liability by way of deception, to the extent allowable under applicable privacy laws. This may also include the monitoring of our buildings including CCTV cameras and access control.

**7.3.** Legitimate interest - RISE may process clients' personal information in the daily management of its business and finances and to protect RISE's clients, employees, service providers and assets. It is to RISE's benefit to ensure that its procedures, policies and systems operate efficiently and effectively. RISE may process clients' personal information to provide them with the most appropriate solutions and to develop and improve solutions and RISE business. RISE may process a client's personal information if it is required to protect or pursue their, RISE's or a third party's legitimate interest.

If a client is a juristic person, such as a fund, company or close corporation, RISE may collect and use personal information relating to the juristic person's trustees, spouses of trustees directors, officers, employees, beneficial owners, partners, shareholders, members, authorised signatories, representatives, agents, payers, payees, clients, guarantors, spouses of guarantors, sureties, spouses of sureties, other service providers and other persons related to the juristic person. These are related persons.

If clients provide the personal information of a related person to RISE, they warrant that the related person is aware that they are sharing their personal information with RISE, and that the related person has consented thereto.

RISE will process the personal information of related persons as stated in this notice, thus references to "client/s" in this notice will include related persons with the necessary amendments.

**8. PROCESSING CLIENTS' SPECIAL PERSONAL INFORMATION?**

RISE may process clients' special personal information in the following circumstances, among others:

- o if the processing is needed to create, use or protect a right or obligation in law;

- o if the processing is for statistical or research purposes, and all legal conditions are met;
- o if the special personal information was made public by the client;
- o if the processing is required by law;
- o if racial information is processed and the processing is required to identify the client;
- o if health information is processed, and the processing is to determine a client's insurance risk, or to comply with an insurance policy, or to enforce an insurance right or obligation; or
- o if the client has consented to the processing.

**9. PROCESSING THE PERSONAL INFORMATION OF CHILDREN?**

A child is a person who is defined as a child by the country's law, and who has not been recognised as an adult by the courts. RISE may process the personal information of children if any one or more of the following applies:

- o a person with the ability to sign legal agreements has consented to the processing, being the parent or guardian of the child;
- o the processing is needed to create, use or protect a right or obligation in law, such as where the child is an heir in a will, a beneficiary of a trust, a beneficiary of an insurance policy or an insured person in terms of an insurance policy;
- o the child's personal information was made public by the child, with the consent of a person who can sign legal agreements;
- o the processing is for statistical or research purposes and all legal conditions are met; or
- o where the child is legally old enough to sign a document as a witness without assistance from their parent or guardian.

**10. WHEN, AND FROM WHERE, DOES RISE OBTAIN PERSONAL INFORMATION ABOUT CLIENTS?**

We collect information about clients:

- o directly from clients;
- o based on clients' use of RISE solutions or service channels (such as brokers, financial service providers, employers who are members of Funds, Funds etc) as applicable;
- o based on how clients engage or interact with RISE, such as through emails, letters, telephone calls and surveys;
- o based on a client's relationship with RISE;
- o from public sources (such as newspapers, company registers, online search engines, deed registries, public posts on social media);
- o clients' engagement with RISE advertising, marketing and public messaging; and
- o from third parties that RISE interacts with for the purposes of conducting its business (such as partners, credit bureaux, regulators and government departments or service providers).

RISE collects and processes clients' personal information at the start of, and for the duration of their relationship with RISE. RISE may also process clients' personal information when their relationship with RISE has ended, as required by law.

RISE may also collect clients' personal information from third parties (which may include parties RISE engages with as independent responsible parties, joint responsible parties or operators). These third parties may include, but are not limited to, the following:

- o any connected companies, its associates, affiliates or successors in title and/or appointed third parties (such as its authorised agents, partners, contractors and suppliers) for any of the purposes identified in this notice;

- o the client's spouse, dependents, partners, employer, joint applicant or account holder and other similar sources;
- o people the client has authorised to share their personal information, or a medical practitioner for insurance purposes;
- o attorneys, tracing agents, debt collectors and other persons that assist with the enforcement of agreements;
- o payment processing services providers, merchants, banks and other persons that assist with the processing of clients' payment instructions, such as card scheme providers;
- o law enforcement and fraud prevention agencies, and other persons tasked with the prevention and prosecution of crime;
- o regulatory authorities, industry ombudsmen, government departments, and local and international tax authorities;
- o credit bureaux;
- o financial services providers;
- o qualification information providers;
- o trustees, executors or curators appointed by a court of law;
- o RISE' service providers, agents and subcontractors, such as couriers and other persons RISE uses to offer and provide solutions to clients;
- o courts of law or tribunals;
- o RISE' joint venture partners;
- o marketing list providers;
- o social media platforms; or
- o online search engine providers.

#### **11. REASONS WHY RISE MAY FURTHER USE OR PROCESS CLIENTS' PERSONAL INFORMATION**

At the time that RISE collects personal information from a client, it will have a reason or purpose to collect that personal information. In certain circumstances, however, RISE may use that same personal information for other purposes. RISE will only do this where the law allows it to, and the other purposes are compatible with the original purpose/s applicable when RISE collected the client's personal information. RISE may also need to request a client's specific consent for the further processing in limited circumstances. Examples of these other purposes are included in the list of purposes set out in section 7 above.

RISE may also further use or process a client's personal information if:

- o the personal information about the client was obtained from a public record, like the deed's registry;
- o the client made the personal information public, like on social media;
- o the personal information is used for historical, statistical or research purposes, the results will not identify the client;
- o proceedings have started or are contemplated in a court or tribunal;
- o it is in the interest of national security;
- o if RISE must adhere to the law, specifically tax legislation; or
- o the Information Regulator has exempted the processing.

RISE may also further use or process a client's personal information if the client has consented to it or in the instance of a child, a competent person has consented to it.

Any enquiries about the further processing of client personal information can be made through RISE' Information Officer, contact details as set out in this document below.

#### **12. THE USE OF CLIENTS' PERSONAL INFORMATION FOR MARKETING**

- o RISE will use clients' personal information to market financial products, services and other related financial solutions to them.
- o RISE will do this in person, by post, telephone, or electronic channels such as SMS, email and fax.
- o If a person is not a RISE client, or in any other instances where the law requires, RISE will only market to them by electronic communications with their consent.

- o In all cases, a person can request RISE to stop sending marketing communications to them at any time.

#### **13. WHEN WILL RISE USE CLIENTS' PERSONAL INFORMATION TO MAKE AUTOMATED DECISIONS ABOUT THEM?**

An automated decision is made when a client's personal information is analysed without human intervention in that decision-making process.

RISE may use a client's personal information to make an automated decision as allowed by the law. An example of automated decision making is the approval or declining of a credit application.

Clients have the right to query any such decisions made, and RISE will provide reasons for the decisions as far as reasonably possible.

#### **14. WHEN, HOW, AND WITH WHOM DOES RISE SHARE CLIENTS' PERSONAL INFORMATION?**

In general, RISE will only share clients' personal information if any one or more of the following apply:

- o if the client has consented to this;
- o if it is necessary to conclude or perform under a contract we have with the client;
- o if the law requires it; or
- o if it is necessary to protect or pursue the client's, RISE' or a third party's legitimate interest.

Where required, each member of RISE may share a client's personal information with the following persons, which may include parties that RISE engages with as independent responsible parties, joint responsible parties or operators. These persons have an obligation to keep clients' personal information secure and confidential:

- o members of RISE, any connected companies, associates, cessionaries, delegates, assignees, affiliates or successors in title and/or appointed third parties (such as its authorised agents, partners, contractors and suppliers) for any of the purposes identified in this notice;
- o RISE' employees, as required by their employment conditions;
- o the client's spouse, dependants, partners, employer, joint applicant and other similar sources;
- o people the client has authorised to obtain their personal information, such as a medical practitioner for insurance purposes;
- o attorneys, tracing agents, debt collectors and other persons that assist with the enforcement of agreements;
- o payment processing services providers, merchants, banks and other persons that assist with the processing of client payment instructions
- o law enforcement and fraud prevention agencies, and other persons tasked with the prevention and prosecution of crime;
- o regulatory authorities, industry ombudsmen, government departments, and local and international tax authorities and other persons the law requires RISE to share client personal information with;
- o credit bureaux;
- o financial services providers;
- o qualification information providers;
- o trustees, executors or curators appointed by a court of law;
- o our service providers, agents and subcontractors, such as couriers and other persons RISE uses to offer and provide solutions to clients;
- o courts of law or tribunals that require the personal information to adjudicate referrals, actions or applications; or

- o RISE' joint venture partners with which it has concluded business agreements.

## **15. WHEN AND HOW RISE OBTAINS AND SHARES CLIENTS' PERSONAL INFORMATION FROM/WITH CREDIT BUREAUX?**

RISE may obtain clients' personal information from credit bureaux for any one or more of the following reasons:

- o if the client requested RISE to do so, or agreed that it may do so;
- o to verify a client's identity;
- o to obtain or verify a client's employment details;
- o to obtain and verify a client's marital status;
- o to obtain, verify, or update a client's contact or address details; · to obtain a credit report about a client, which includes their credit history and credit score, when the client applies for a credit agreement to prevent reckless lending or over-indebtedness;
- o to determine a client's credit risk;
- o for debt recovery;
- o to trace a client's whereabouts;
- o to update a client's contact details;
- o to conduct research, statistical analysis or system testing;
- o to determine the source(s) of a client's income;
- o to build credit scorecards which are used to evaluate credit applications; or
- o to determine which solutions to promote or to offer to a client. RISE will share a client's personal information with the credit bureaux for, among others, any one or more of the following reasons:
  - o to report the application for a credit agreement;
  - o to report the opening of a credit agreement;
  - o to report the termination of a credit agreement;
  - o to report payment behaviour on a credit agreement; /or
  - o to report non-compliance with a credit agreement, such as not paying in full or on time.

Clients should refer to their specific agreement with RISE for further information.

## **16. UNDER WHAT CIRCUMSTANCES WILL RISE TRANSFER CLIENTS' PERSONAL INFORMATION TO OTHER COUNTRIES?**

RISE will only transfer a client's personal information to third parties in another country in any one or more of the following circumstances:

- o where a client's personal information will be adequately protected under the other country's laws or an agreement with the third-party recipient;
- o where the transfer is necessary to enter into, or perform, under a contract with the client or a contract with a third party that is in the client's interest;
- o where the client has consented to the transfer; and/or
- o where it is not reasonably practical to obtain the client's consent, but the transfer is in the client's interest.

This transfer will happen within the requirements and safeguards of applicable laws or privacy rules that bind RISE.

Where possible, the party processing a client's personal information in another country will agree to apply the same level of protection as available by law in the client's country, or if the other country's laws provide better protection, the other country's laws would be agreed to and applied.

**PLEASE NOTE:** As RISE conducts its business with Financial Service Providers in other countries, clients' personal information may be shared with these institutions and processed in those countries under the privacy rules that bind RISE.

## **17. CLIENTS' DUTIES AND RIGHTS REGARDING THE PERSONAL INFORMATION RISE HAS ABOUT THEM**

Clients must provide RISE with proof of identity when enforcing the rights below.

Clients must inform RISE when their personal information changes, as soon as possible after the change.

Clients warrant that when they provide RISE with personal information of their spouse, dependents or any other person, they have permission from them to share their personal information with RISE. RISE will process the personal information of the client's spouse, dependent or any other person which the client has shared with us as stated in this notice.

**17.1.** Right to access: Clients have the right to request access to the personal information RISE has about them by contacting RISE. This includes requesting:

- confirmation that RISE holds the client's personal information;
- a copy or description of the record containing the client's personal information; and
- the identity or categories of third parties who have had access to the client's personal information.

RISE will attend to requests for access to personal information within a reasonable time. Clients may be required to pay a reasonable fee to receive copies or descriptions of records, or information about, third parties. RISE will inform clients of the fee before attending to their request. Clients should note that the law may limit their right to access information.

Please refer to RISE's Promotion of Access to Information Manual prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 for further information on how clients can give effect to this right. The PAIA Manual is available at RISE' office or by email on request.

**17.2.** Right to correction, deletion or destruction: Clients have the right to request RISE to correct, delete or destroy the personal information it has about them if it is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, obtained unlawfully, or if RISE is no longer authorised to keep it. Clients must inform RISE of their request in the prescribed form which can be found in the Information Manual.

RISE will take reasonable steps to determine if the personal information is correct and make any correction needed. It may take a reasonable time for the change to reflect RISE platform/systems. RISE may request documents from the client to verify the change in personal information. A specific agreement that a client has entered into with RISE may determine how the client must change their personal information provided at the time when they entered into the specific agreement. Clients must adhere to these requirements.

If the law requires RISE to keep the personal information, it will not be deleted or destroyed upon the client's request. The deletion or destruction of certain personal information may lead to the termination of a client's business relationship with RISE.

**17.3.** Right to objection: Clients may object on reasonable grounds to the processing of their personal information where the processing is in their legitimate interest, RISE' legitimate interest or in the legitimate interest of another party.

Clients must inform RISE of their objection in the prescribed form (found in our PAIA Manual).

RISE will not be able to give effect to the client's objection if the processing of their personal information was and is permitted by law, the client has provided consent to the processing and RISE' processing was conducted in line with their consent; or the processing is necessary to conclude or perform under a contract with the client.

RISE will also not be able to give effect to a client's objection if the objection is not based upon reasonable grounds and substantiated with appropriate evidence.

RISE will provide clients with feedback regarding their objections.

- 17.4.** Right to withdraw consent: Where a client has provided their consent for the processing of their personal information, the client may withdraw their consent. If they withdraw their consent, RISE will explain the consequences to the client. If a client withdraws their consent, RISE may not be able to provide certain solutions to the client. RISE will inform the client if this is the case. RISE may proceed to process clients' personal information, even if they have withdrawn their consent, if the law permits or requires it. It may take a reasonable time for the change to reflect on RISE' systems. During this time, RISE may still process the client's personal information.
- 17.5.** Right to complain: Clients have a right to file a complaint with RISE or any regulator with jurisdiction about an alleged contravention of the protection of their personal information (in South Africa clients can contact the Information Regulator). RISE will address client complaints as far as possible.

The contact details of the Information Regulator are provided below.

#### **Information Regulator**

**33 Hoofd Street Forum III, 3rd Floor Braampark**

**P.O Box 31533 Braamfontein Johannesburg 2017**

**Website: <https://www.justice.gov.za/inforeg>**

**Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)**

**General enquiries email: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)**

#### **18. HOW RISE SECURES CLIENTS' PERSONAL INFORMATION**

RISE will take appropriate and reasonable technical and organisational steps to protect clients' personal information in line with industry best practices. RISE' security measures, including physical, technological and procedural safeguards, will be appropriate and reasonable. This includes the following:

- o keeping RISE systems secure (such as monitoring access and usage);
- o storing RISE records securely;
- o controlling the access to RISE premises, systems and/or records; and
- o safely destroying or deleting records.

Clients can also protect their own personal information and can obtain more information in this regard by visiting RISE' website.

#### **19. HOW LONG DOES ONPOINT UNDERWRITING MANAGERS KEEP CLIENTS' PERSONAL INFORMATION?**

RISE will keep clients' personal information for as long as:

- o the law requires RISE to keep it;
- o a contract between the client and RISE requires RISE to keep it;
- o the client has consented to RISE keeping it;
- o RISE is required to keep it to achieve the purposes listed in this notice;
- o RISE requires it for statistical or research purposes;
- o a code of conduct requires RISE to keep it; and/or
- o RISE requires it for lawful business purposes.

**TAKE NOTE:** RISE may keep clients' personal information even if they no longer have a relationship with RISE or if they request RISE to delete or destroy it if the law permits or requires.

#### **20. PERSONAL INFORMATION RISE MAY SHARE WITH OTHER FINANCIAL SERVICE PROVIDERS OR REQUEST FROM OTHER FINANCIAL SERVICE PROVIDERS**

Personal Information relating to a client may be requested by another financial service provider to provide extended RISE services to the client. Personal information may also be provided to another service provider on the clients request or on the request of the other service provider based on the consent of the client.

#### **21. DETAILS OF INFORMATION OFFICER**

**Information Officer: Mr. Hendrik Jacobus Fourie**

**Email address: [HFourie@rise.co.za](mailto:HFourie@rise.co.za)**

**Tel: 010 206 0000**

**Details of the Information Regulator**  
**[complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)**