

STELLENBOSCH TRUSTEES AND TRUST CORPORATION (PTY) LTD

DATA PROTECTION POLICY

1. Introduction

For purposes of this Statement:

"Applicable Laws" means local laws, regulations and codes, for example the Protection of Personal Information Act 4 of 2013, Financial Intelligence Centre Act 38 of 2001, the National Credit Act 34 of 2005 and the Foreign Account Tax Compliance Act of the United States of America.

"Client" or **"you"** means any prospective, new or existing client of any Stellentrust Entity.

"Stellentrust" or **"we"** means Stellenbosch Trustees and Trust Corporation (Pty) Ltd and its direct and indirect subsidiaries. To obtain more information on these subsidiaries please contact us or visit our website at <https://www.stellentrust.co.za>

"Stellentrust Entity" means a particular entity within Stellentrust.

This Statement sets out how your personal information will be used by Stellentrust and applies to any information, including personal and special personal information, you give to Stellentrust, or which Stellentrust may collect from third parties.

It is important that you read this Statement carefully before submitting any personal information to Stellentrust.

The provisions of this Statement are subject to mandatory, unalterable provisions of Applicable Laws.

2. Privacy and security

Stellentrust takes your privacy and the protection of your personal information very seriously, and we will only use your personal information in accordance with this Statement and applicable data protection legislation. It is important that you take all necessary and appropriate steps to protect your personal information yourself.

We have implemented reasonable technical and operational measures to keep your personal information secure.

3. Information which we may collect about you

We may collect the following information about you:

- This information may include your name, address, contact details, date of birth, place of birth, identity number, passport number, bank details, details about your employment, tax number and financial information;
- Information about your estate and beneficial ownership (if applicable):
- Records of correspondence or enquiries from you or anyone acting on your behalf;
- Details of any information given to us as well as advice given by us;
- Details of engagement contracts with us;
- Sensitive or special categories of personal information, including identity documents, images, share certificates, wills as well as any sensitive information voluntarily given to us.

We may require you to provide additional personal and tax-related information, in order for us to meet our legal or regulatory obligations. For tax reporting purposes, we may collect information belonging to persons who have authority or effective control over your account/the accountholder (this includes a person with power of attorney and for some passive entities, all the controlling persons of such entity). We may collect this information from you or such other persons.

Where you provide us with the personal information of third parties you should take steps to inform the third party that you need to disclose their details to us, identifying us. We will process their personal information in accordance with this Statement.

4. How we collect information

You may provide personal information to us either directly or indirectly (through an agent acting on your behalf, an independent financial advisor or an introducer), by completing an application for our products and services or requesting further information about our products and services, whether in writing, through our website, over the telephone or any other means.

We may also collect your personal information from your appointed agent, Financial Services Provider, any regulator, or other third party that may hold such information.

In instances where our services requires your credit rating, we may conduct searches at credit bureau(x). Details of our searches will be kept by the credit bureau and will be available to other businesses that conduct searches with that agency for the purposes of meeting our regulatory obligations, credit assessments, management of your accounts, prevention of money laundering and fraud.

5. Use of information collected

We may use, transfer and disclose your personal information for the purposes of:

- Providing you with the services, products or offerings you have requested, and notifying you about important changes to these services, products or offerings;
- Managing your relationship with us and complying with your instructions or requests;
- Detecting and preventing fraud and money laundering and/or in the interest of security and crime prevention;
- Assessing and dealing with complaints and requests;
- Assessing your possible fiduciary needs;
- Operational, marketing, auditing, legal purposes and record keeping requirements;
- Politically exposed person screening against any relevant list;
- Verifying your identity or the identify of your beneficial owner;

- Complying with Applicable Laws, including lawful requests for information received from local or foreign law enforcement, government and tax collection agencies;
- Conducting market research and providing you with information about Stellentrust's products or services from time to time via email, telephone or other means;
- Ensuring that where you have unsubscribed from certain direct marketing communications, we do not send such direct marketing to you again;
- Disclosing your personal information to third parties, including other Stellentrust Entities for reasons set out in our Data Protection Policy or where it is not unlawful to do so;
- Monitoring, keeping record of and having access to all forms of correspondence or communications received by or sent from Stellentrust or any of its employees, agents or contractors, including monitoring and recording telephone communications between you and Stellentrust to be used in the event of any dispute arising between you and Stellentrust; and
- Improving or evaluating the effectiveness of Stellentrust's business or products, services or offerings.

We may from time to time contact you about services, products and offerings available from Stellentrust or specific Stellentrust Entities which we believe may be of interest to you, by email, phone, text or other electronic means, unless you have unsubscribed from receiving such communications.

6. Disclosure of your information

Your personal information may be shared with other Stellentrust Entities, our agents and sub-contractors, and selected third parties who process the information on our behalf.

We may also disclose your personal information to third parties in the following circumstances:

- To any other Stellentrust Entities or other third parties to -
 - assess and monitor any of your applications for Stellentrust products or services, including the risk involved to comply with Applicable Laws;

- determine which products and services of these entities may be of interest to you and/or to send you information about such products and services, unless you object or choose not to receive such communications;
- expedite the provision of services to you;
- manage additional benefits to you associated with our services;
- have a better understanding of your circumstances and needs to provide and improve Stellentrust's products and services;
- comply with Applicable Laws requiring Stellentrust and/or any third party to collect information about your tax residency, which Stellentrust may, at time, be obliged to report to SARS (for example, where the account holder is a US Entity and/or has tax residency outside of South Africa, or where you fail to provide tax related information or where the self-certification provided by you is incorrect or incomplete); and
- To a person and/or entity authorised to receive such information for purposes of prevention, detection and reporting of fraud and criminal activities, the identification of the proceeds of unlawful activities and the combatting of crime;
- To any regulator or supervisory authority, including those in foreign jurisdictions, if Stellentrust is required to do so in terms of Applicable Laws;
- To any person if we are under a duty to disclose or share your personal information in order to comply with any Applicable Laws, or to protect the rights, property or safety of Stellentrust, Clients or other third parties;
- To your agent or any other person, authorised by you and acting on your behalf, an independent financial advisor or an introducer, informing them of the outcome of your estate planning and or advice given by us and whether we have agreed to provide. We may also disclose information about you and your relationship with Stellentrust (including details of a related investment) throughout the term of that relationship.

We may transfer your information to another Stellentrust Entity, an agent, sub-contractor or third party who carries on business in another country, including one which may not have data protection laws similar to those of the Republic. If this happens, we will ensure that anyone to whom we pass your information agrees to treat your information with the same level of protection as if we were dealing with it.

If you do not wish us to disclose this information to third parties, please contact us at the contact details set out above. We may, however, not be able to provide products or services to you if such disclosure is necessary.

7. Retention of your information

We may retain your personal information indefinitely, unless you object, in which case we will only retain it if we are permitted or required to do so in terms of Applicable Laws. However, as a general rule, we will retain your information in accordance with retention periods set out in Applicable Laws, unless we need to retain it for longer for a lawful purpose. (For example, for the purposes of complaints handling, legal processes and proceedings.)

8. Access to, correction and deletion of your personal information

You may request details of personal information which we hold about you under the Promotion of Access to Information Act 2 of 2000 ("**PAIA**"). Fees to obtain a copy or a description of personal information held about you are prescribed in terms of PAIA. Confirmation of whether or not we hold personal information about you may be requested free of charge.

You also have the right to contact us to correct any inaccurate information. You may therefore request the correction of personal information Stellingtrust holds about you. Please ensure that the information we hold about you is complete, accurate and up to date. If you fail to keep your information updated, or if your information is incorrect, Stellingtrust will not be responsible for incorrect advice and services offered to you. Depending on the nature of the change, and Applicable Laws, we may be required to report the information to a tax authority and or third-parties.

You have a right in certain circumstances to request the destruction or deletion of and, where applicable, to obtain restriction on the processing of personal information held about you. If you wish to exercise this right, please contact us using the contact details set out above.

You have a right to object on reasonable grounds to the processing of your personal information where the processing is carried out in order to protect our legitimate interests or your legitimate interests, unless the law provides for such processing.

9. Complaints

Should you believe that Stellentrust has utilised your personal information contrary to Applicable Laws, you undertake to first attempt to resolve any concerns with Stellentrust.

If you are not satisfied with such process, you may have the right to lodge a complaint with the Information Regulator, using the contact details listed below:

Tel: 012 406 4818

Fax: 086 500 3351

Email: infoereg@justice.gov.za.

10. Cookies

Cookies are information that is used to track visitor use of a website and to compile statistical reports on website activity. If you wish to restrict or block cookies, you can do this through your browser settings

11. Amendment of this Statement

We may amend this Statement from time to time for any of the following reasons:

- To provide for the introduction of new systems, methods of operation, services or products offerings;
- To comply with changes to any legal or regulatory requirement;
- To ensure that our Data Protection Statement is clearer and more favourable to you;
- To rectify any mistake that might be discovered from time to time; and/or
- For any other reason which Stellentrust, in its sole discretion, may deem reasonable or necessary.

12. How to contact us

If you have any comments or questions about this Statement please contact us at 820 Acanthus road, Weltevredenpark or you may send an email to info@stellentrust.co.za.