

## **PRIVACY POLICY STATEMENT**

### **Introduction**

This Policy governs the manner in which Resolution Life treats your personal information collected electronically when you use this website.

Resolution Life values you as a customer and respects your privacy. We will therefore treat all your personal information as private and confidential, and undertake to deal with your information in a responsible and lawful manner. We will take all reasonable measures, in accordance with this Policy, to protect your personal information and to keep it confidential, even when your relationship with us no longer exists.

Resolution Life subscribes to the provisions contained in section 51 of the Electronic Communications and Transactions Act 2002, which governs the protection of your personal information. We briefly outline these provisions below:

- We will not collect, collate, process or disclose any of your personal information without your express written permission or if we are permitted or required to do so by law.
- We will not electronically request, collect, collate, process or store your personal information which is not necessary for the lawful purpose for which the personal information is required.
- We will disclose in writing to you the specific purpose for which any of your personal information is being requested, collected, collated, processed or stored.
- We will not use your personal information for any other purpose than the disclosed purpose without your express written permission, unless we are permitted or required to do so by law.
- We will not disclose any of your personal information to a third party, except with your express written permission, in the normal course of our business, or if we are permitted or required to do so by law.

Notwithstanding the above, we will disclose your personal information without your consent if such disclosure is in the public interest or if we are required to do so by law or an order of court.

### **Protection of Your Personal Information**

Resolution Life values the information that you choose to provide us with and will therefore take reasonable steps to protect your personal information from loss, misuse or unauthorised access and or alteration.

Resolution Life has physical, procedural and industry standard technological security safeguards in place and will use its best endeavours to ensure the privacy and confidentiality of that information.

Because no data security system can guarantee absolute security, Resolution Life cannot warrant that your information will be absolutely secure.

### **Use of Your Personal Information**

Resolution Life collects and uses your personal information to render and or improve our services. This may include providing you with more effective customer service; making the services on our website/s easier to use by eliminating the need for you to repeatedly enter the same information; performing research and analysis aimed at improving our

products or services; and displaying content and advertising that are customized to your interests and preferences.

We also use your personal information to communicate with you. We may send certain mandatory service communications such as welcome letters, billing reminders, information on technical service issues, and security announcements.

### **Sharing of Your Personal Information**

Except as described in this statement, we will not disclose your personal information outside of Resolution Life and its parent company, Resolution Holdings.

Some Resolution Life services may be co-branded and offered in conjunction with another company. If you register for or use such services, both Resolution Life and such other company may receive information collected in conjunction with the co-branded services.

### **Updating of this Privacy Statement**

Resolution Life reserves the right to amend this Privacy Statement at its sole discretion, at any time and without any prior notice, as a result of either legal or business requirements. All amendments will comply with all relevant legislative requirements. All amendments will be posted on the Website. Unless otherwise stated, the latest version shall always supersede and replace all previous versions.

### **Correction of personal information**

If you want to update or correct any of your personal information held by Resolution Life, kindly contact us via email on [info@resolutionlife.co.za](mailto:info@resolutionlife.co.za) or call our client service centre on +27(0)861 543 326.