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The contents of, in particular emails which you may receive as a result of your use of our website, and any accompanying documents, are confidential and may be subject to legal privilege and client confidentiality. Any use of these, in whatever form, by anyone other than the addressee is strictly prohibited.

By communicating with us through electronic means, you consent to receiving communications electronically and agree that all agreements, notices, disclosures, and all other communications transmitted by electronic means satisfy any legal requirement, including but not limited to the requirement that such communication should be in writing. Unless otherwise agreed, an email is only considered to be received by us once we have confirmed receipt; and an email is only considered to be sent by us once reflected as 'sent' on the Stockdale Street email server.

Nothing contained on our website constitutes a solicitation, recommendation, endorsement or offer by Stockdale Street, including in regard to buying, selling or holding any securities or investments, but shall merely be considered as an invitation to do business.

## **THE PROMOTION OF ACCESS TO INFORMATION ACT**

The Promotion of Access to Information Act, 2000 (“PAIA”) came into operation on 9 March 2001. PAIA seeks, among other things, to give effect to the Constitutional right of access to any information held by the State or by any other person where such information is required for the exercise or protection of any right and gives natural and juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights.

To view our manual on The Promotion of Access to Information Act, please follow the following link:

<https://www.stockdalestreet.co.za/userfiles/PAIAManual.pdf>

## **PRIVACY POLICY STATEMENT**

Respecting and protecting your Personal Information (please refer to the definition of Personal Information at the end of this policy statement) is very important to us. It is also a Constitutional right, legal, and good business practice requirement, which we take very seriously.

In line with the 8 Conditions in the Protection of Personal Information Act, 4 of 3013 (the Act), we

- ✓ Accept joint responsibility and accountability with you to responsibly manage and protect your Personal Information when providing our services and solutions to you;
- ✓ Undertake to receive, only from you, and process the Personal Information that is necessary for the purpose to assist you with your required solutions, conclude the necessarily related agreements and consider the legitimate legal interests of everyone concerned, as required by the Act and to respect your right to withdraw your consent for the processing of your Personal Information;
- ✓ Undertake to only use your Personal Information for the purpose required to assist you or provide solutions to you;
- ✓ Undertake not to share or further process your Personal Information with anyone if not required for assisting you with your solutions or by the law;
- ✓ Undertake to be open and transparent and notify you as and when required by law regarding why and how your Personal Information needs to be collected;
- ✓ Undertake to safeguard and protect your Personal Information in our possession;
- ✓ Undertake to freely confirm what Personal Information we have, to update and correct the Personal Information, and to keep it for no longer than legally required.

We or the companies who provide or assist with the solutions your required need to collect, use, and keep your Personal Information as prescribed by relevant laws and regulations and for reasons such as:

- ✓ To share with and provide relevant services to you, to carry out the transaction relevant to such services, and to maintain our relationship;
- ✓ To respond to your queries;
- ✓ To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- ✓ For insurance underwriting purposes;
- ✓ To assess and process claims;
- ✓ To conduct credit reference searches or verification, only if you authorise this or if it's a requirement to provide your solutions to you;
- ✓ For operational purposes required to assist you with the solutions you require;

- ✓ For audit and record-keeping purposes;
- ✓ In connection with possible requirements by the Information Regulator or other Government agencies allowed by law, legal proceedings, or court rulings.

We may need to share your Personal Information and/or utilise software or online platforms to enter and process your information for an application, claims, or business management purposes. This will only be done in strict adherence to the requirements of the Act.

We and the companies providing the solutions to you may use “cookies” on our and their websites. They enable us and them to improve your future visits to our site as well as provide you with a more user-friendly experience.

Any additional information or concerns can be found and raised with the Information Regulator, who can be contacted as shared below, but please feel free to contact us first to discuss any questions or concerns you may have:

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

Tel: 012 406 4818

Email: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

Your Personal Information is defined by the Protection of Personal Information Act (the Act) as:

*“means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to— (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; (b) information relating to the education or the medical, financial, criminal or employment history of the person; (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; (d) the biometric information of the person; (e) the personal opinions, views or preferences of the person; (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; (g) the views or opinions of another individual about the person; and (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person”.*

## **COOKIE POLICY**

We use a number of different cookies on our site. If you do not know what cookies are, or how to control or delete them then we recommend you visit the [About Cookies](#) website for detailed guidance. We use the word 'cookie' to refer to information that is sent from this website to your hard drive, where it is saved, and which contains information to personalize your experience on this website. In this way, the next time you use this website we will know who you are and that you have visited this website before.

### Consent

Currently we operate an ‘implied consent’ policy which means that we assume you are happy with this usage. If you are not happy, then you should either not use this site, or you should delete the cookies having visited the site.

### First Party Cookies

These are cookies that are set by this website directly.

### Third Party Cookies

These are cookies set on your machine by external websites whose services are used on this site. Cookies of this type are the sharing buttons across the site, which allow visitors to share content onto social networks. Cookies are currently set by Twitter and Facebook. In order to implement these buttons, and connect them to the relevant social networks and external sites, there are scripts from domains outside of our website. You should be aware that these sites are likely to be collecting information about what you are doing all around the internet, including on this website.

You should check the respective policies of each of these sites to see how exactly they use your information and to find out how to opt out or delete such information.

### Google Analytics

We use Google Analytics to collect information about visitor behaviour on our website. Google Analytics stores information about what pages you visit, how long you are on the site, how you got here and what you click on. This Analytics data is collected via a JavaScript tag in the pages of our site and is not tied to personally identifiable information. We therefore do not collect or store your personal information (e.g. your name or address) so this information cannot be used to identify who you are. You can find out more about Google's position with regards to privacy in its [privacy policy](#).