

THE CONTINUATION UNCLAIMED BENEFITS PENSION FUND

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[PRIVACY POLICY](#)

The Continuation Unclaimed Benefits Pension Fund

Privacy Policy

The Protection of Personal Information Act No 4 of 2013 (“POPIA”) requires organisations to take extra steps to protect personal information that they may hold. The Continuation Unclaimed Benefits Pension Fund (‘the Fund’) is committed to protecting privacy and ensuring that personal information is protected.

1. This Privacy Policy Explains

- What information The Continuation Unclaimed Benefits Pension Fund collects and why it is collected.
- How the Continuation Unclaimed Benefits Pension Fund uses, discloses and protects that information.

2. What Does This Policy Apply To?

- This policy applies to personal information collected by the Fund in connection with the services that it offers.
- The Fund collects, stores and processes personal information (including special personal information) about members that may be used in connection with the administration and of members’ Fund Credits and other activities conducted by the Fund from time to time.

3. Reasons for the collection of Personal Information

In particular, the Fund may collect, process and use personal information:

- To carry out and manage its operations;
- To service accounts and/or manage the Fund Credit held;
- To provide benefits and services to members;
- To confirm and verify identity for security purposes;
- To make payments;
- To assess and process instructions, queries and requests received;
- To confirm that the member is in the care of the guardian/caregiver;
- To identify and confirm an authorised third party;
- To update records with the correct and current information in order to keep in contact;
- For audit, reporting and record keeping purposes;
- For purposes of archiving emails for disaster recovery purposes, legal reporting obligations, and the like; and/or
- Any related purpose/s.

4. Information collected

The personal information that will be collected and processed from time to time may include but is not limited to the following:

- Name and surname;

- Identity number;
- Contact Information;
- Banking details;
- Educational information;
- Employment status;
- Health/Medical information (where applicable);
- Biometric information such as fingerprints and voice recording, etc. (where necessary).

Please note:

- In certain cases, the Fund may send personal information to an authorised third party to verify information, for example: verifying bank account details.
- Where this is necessary, the Fund will do so if these third parties are subject to the laws that require them to protect personal information.
- Personal information may be stored for as long as is necessary for the purposes for which it is collected or such longer periods as may be required from time to time.
- Personal information may be transferred to locations outside of South Africa and may reside outside of South Africa from time to time.

5. For legal reasons

The Fund will share personal information with companies, organisations or individuals, if it has reason to believe that access, use, preservation or disclosure of the information is reasonably necessary to:

- meet any applicable law, regulation, legal process or enforceable government request;
- detect, prevent, or otherwise address fraud or security issues;
- protect against harm to the rights, property or safety of the Fund, its members or the public as required or permitted by law.

6. Safeguarding personal information

The Fund will take all reasonable safety measures to protect personal information.

Access to personal information is restricted to restrict unauthorised access. Access to personal information is only permitted to the Fund, its Administrator and its employees in order to carry out their duties or to authorised third parties who are subject to the laws that require them to protect personal information.

7. Changes to this Privacy Policy

This Privacy policy may be changed from time to time. The latest version and date implemented will be noted at the end of the policy for ease of reference.

Version 1: August 2020

Approval by the Board of Trustees:

Dated at **CAPE TOWN** on this **24th** day of **AUGUST 2020**.



(Chairperson and Trustee)

who warrants that he has been authorised to sign on behalf of the Board of Trustees of Continuation Unclaimed Benefits Pension Fund.