



# BAROQUE

Financial Services (Pty) Ltd

## PROTECTION OF PERSONAL INFORMATION PRIVACY STATEMENT

### 1. Introduction

This Notice explains how we obtain, use, and disclose any personal information, in accordance with the requirements of the Protection of Personal Information Act 2013 (POPIA) and in accordance with our Protection of Personal Information Policy that is available from [support@baroqueonline.com](mailto:support@baroqueonline.com).

At Baroque we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully, and transparently.

### 2. The information we collect

We collect and process personal information mainly to contact you for the purposes of understanding your requirements and delivering services in the Financial Services Industry. For this purpose, we collect personal details, contact details and details regarding your finances.

We collect information directly from you where you provide us with your personal details, where possible, we will inform you what information you are required to provide to us and what information is optional.

Website usage information may be collected using cookies which allows us to collect standard internet visitor usage information.

### 3. How we use your information

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

For example:

- To gather contact information;
- To confirm and verify your identity and verify that you are an authorized user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- For audit and record keeping purposes;
- In connection with legal proceedings;
- To assist you to do a financial needs analysis and placing of financial products as required by you;
- To obtain any financial information on your behalf from third party product providers where we need a specific signed consent form for this purposes.

### 4. Disclosure of information

We might disclose your personal information to our service providers who are involved in the delivery of products and services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose it in terms of laws or industry codes;
- Where we believe it is necessary to protect our rights.

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will on an ongoing basis continue to review our security controls and related processes to ensure that your personal information remains secure.

Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security and contracting activities or functions;
- Retention and disposal of personal information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obligated to.

## 5. Cookies

When you use our website, we gather standard internet visitor usage information. This is done using cookies and similar tools. Cookies are harmless text files that web servers can store on your computer's hard drive when you visit a website which help websites remember information about your device and how you use the website.

We use this information to:

- Monitor the areas of the website that are used most frequently for future website enhancements;
- Temporarily store input information in our calculators, tools and other website functionality;
- Display more focused advertising to a user by way of third party tools.

This information is anonymised, pooled information, and individual behaviour or patterns cannot be identified. We do not use cookies to track your internet usage after leaving our sites and we will not sell or distribute cookie information. If you do not want us to collect this information, your browser will normally allow you to disable cookies. This functionality is usually located within a 'Privacy and Security' option within your web browser's settings menu.

## 6. Access to information

You have the right to request a copy of the personal information we hold about you free of any charge. To do this simply contact us at [support@baroqueonline.com](mailto:support@baroqueonline.com) and specify the information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal information.

## 7. Correction of information

You have the right to ask us to update, correct or delete or withdraw your consent given to your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate by sending any changes to [support@baroqueonline.com](mailto:support@baroqueonline.com).

## 8. How to contact us

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise or access or correct your personal information, please contact us at [support@baroqueonline.com](mailto:support@baroqueonline.com).

## 9. Document Information

Approved by:	Executive Management/Key Individual
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## 10. Document History

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