

Privacy statement of the Political Office-Bearers Pension Fund – for Fund members and their dependants and beneficiaries

The Political Office-Bearers Pension Fund (the Fund, we, us, our) treats personal information we collect and process as private and confidential.

Collection

We collect personal information relating to you as a Fund member, and in some cases your family members and other potential beneficiaries, from your employer in the Fund. In some cases we will collect personal information directly from you (or from the responsible adult, in the case of children).

We use your personal information to:

- provide you with the benefits that you are entitled to in terms of the Rules of the Fund, of which you are a member;
- follow your instructions and give effect to your choices, where you have options under the Fund Rules;
- process your personal information associated with the provision of retirement benefits (this includes opening and maintaining your “account” as a Fund member, giving effect to transactions such as contribution payments and transfers-in, administering claims for Fund benefits where applicable, and communicating with you), and to provide you with associated benefits such as those provided on death or disability (for which purpose we require information about your remuneration as well as your age, health status and gender, among other things);
- answer your questions or resolve your complaints;
- deal with disputes and claims by, against or involving the Fund as they relate to you (including maintenance, divorce, civil and criminal proceedings);

- provide you with regular communications about the Fund, your retirement savings in the Fund, your benefit entitlements, and other related matters; and
- comply with applicable legislation, including the Pension Funds Act.

Without your personal information, we would not be able to provide the benefits that you are entitled to as a Fund member, or the services that you need from the Fund.

What personal information do we collect and hold?

The information that we collect and hold for you may include your full name, ID or passport number, tax reference number, date of birth, your employee and Fund reference numbers, your gender and in some cases your marital status, and your pensionable service history (the history of the political offices that you have held, which led to your membership of the Fund), your Fund membership category, pensionable salary information and history, Fund Credit, contribution options, investment choice options [not applicable currently], your dependants and nominated beneficiaries (kept confidential except in the event of your death while a member), and past transfer information. Occasionally we may need to hold information on your health status. When you take a benefit from the Fund and receive a cash payment, we will require and hold your bank details. We will retain this information for a period even after you have received all your benefits from the Fund and have ceased to be a member (as it may be needed to provide evidence of payments, in case of later queries). We may also hold your contact details.

If a member passes away, the Fund is legally required to carry out an investigation into the family circumstances of the late member, in order to allocate the benefits payable on death, in terms of Section 37C of the Pension Funds Act. We will therefore obtain and hold information on the late member's dependants and any nominated beneficiaries, and family members who may be eligible to receive part of the death benefit (some of whom may be minor children) – this information will include the nature of the person's relationship to the former member, and other information to assist with the decision-making as required by Section 37C, e.g. names and contact details, ID numbers, date of births, dependency level, health and financial status, etc.

Your consent

Because we obtain most of the personal information we need from your employer, as we are legally obliged to do (and because you may already have been a member of the Fund for some time), we have not asked you directly to consent (agree) that we can hold or process your personal information for the purposes set out above. This is because you have rights and interests as a member of the Fund, and we need your personal information to give effect to your rights and interests - we cannot do this without holding and processing this information.

Where we do collect personal information directly from you, we will ask for your consent and explain why we need the personal information and what we will do with it. The same applies when we collect personal information about a child, from the parent or guardian, or other responsible adult.

Third parties, and disclosure of information

We rely on certain third parties to provide services to the Fund. When we do this, and when this means they will hold and process your personal information, we require that they agree to our privacy principles and practices, or apply at least equivalent standards of their own to ensure that your personal information is accurate, kept safe, and only used for legitimate Fund-related purposes.

The most important of these service providers are:

- The administrator of the Fund
- The Fund's auditors
- The Fund's actuaries
- The Fund's consultants, and other professional advisors such as lawyers
- The insurance companies who insure the death, disability and related benefits that are provided to members of the Fund

In addition, we may be required to disclose your personal information in relation to the Fund to the South African Revenue Services (SARS) and to official bodies such as the Financial Sector Conduct Authority or the Pension Funds Adjudicator.

We will not disclose your personal information to external organisations that are not Fund related parties, unless you give us your consent, or unless we are required to do so by law, or if it is necessary to protect your rights and interests as a member of the Fund or to pursue the legitimate interests of the Fund.

Transfer across borders

Sometimes we, or our service providers, will store and process your personal information in other countries. When this happens, we, or our service providers, will ensure that the party which is storing and processing the personal information is legally or contractually required to conform to standards regarding the security and privacy of personal information that are substantially the same as those that apply in South Africa.

Securing your personal information

Our security systems and processes, and those of our service providers, are designed to prevent loss, unauthorised destruction, damage and/or access to your personal information by unauthorised third parties.

Access to your personal information

As a member of the Fund, you may: (a) ask us to give you a description of your personal information that we hold; and (b) ask us to correct or update your personal information. (Please see the Fund's Manual in terms of the Promotion of Access to Information Act for more details on this – this Manual is available at www.pobpf.co.za or from the Fund's Information Officer, whose details are given at the end of this document.)

Our use of technology to follow your use of our website

While you are using our website or mobile application, we automatically process certain personal information, such as visits to our website. We use this information to find out which areas of our website people visit most and to monitor the use of our website. This helps us to add more value to our services to Fund members. This information is gathered in such a way that we do not get personal information about

any individual or their online behaviour on other websites, and no information collected in this way is ever made available to third parties.

Cookies

We may in future use cookie technology on our website. A cookie is a small text file that is saved on your Internet browser when you use our website. The cookie will be sent to our computer each time you visit our website. Cookies will make it easier for us to give you a better experience online. It is possible to disable cookies on your internet browser, but this may interfere with your ability to view and interact with the website in question.

Links to other websites

Our website and any associated mobile application may have links to or from other websites. Although we try to link only to websites that also have high privacy standards, we are not responsible for their security, privacy practices or content. We recommend that you always read the privacy and security statements on these websites.

Retention of correspondence

If you communicate with us by e-mail or in writing, we and our administrator (and other parties with whom you communicate directly, such as the insurer of the death and disability benefits) may retain a copy or record of the correspondence, where allowed by law, to protect your rights and interests in the event that a dispute arises.

Recording of voice calls

We, and our service providers, communicate with you through different methods and channels. If allowed by law, our administrator (and other parties with whom you communicate directly, such as the insurer of the death and disability benefits) may record and monitor voice calls to make sure that they comply with their, and our, legal and regulatory responsibilities and internal policies, and to protect your rights and interests in the event that a dispute arises. Where we or our service providers do so, you will be advised at the outset that the call will be recorded.

Your rights

We will take note of your rights under applicable privacy and data protection laws, especially your right to object, on reasonable grounds, to certain types of processing.

Right to change this privacy statement

We may change this privacy statement. We will publish all changes on our website. The latest version of our privacy statement will replace all earlier versions, unless it says differently.

Queries and complaints

If you have any queries or complaints about privacy, please contact the Fund's Information Officer:

Ms Belinda Burger - **Information Officer and Principal Officer of the Fund**

Telephone: 082 2673963

Email: belindaburger1406@outlook.com

If you are unhappy with the Fund's response and want to make a formal complaint about the way in which the Fund has handled your personal information (or if you want to learn more about your rights under South Africa's Protection of Personal Information Act 2013), you can contact the Information Regulator, an independent regulatory authority established under South Africa's Protection of Personal Information Act (POPIA).

The Information Regulator (South Africa)

JD House

27 Stiemens Street

Braamfontein, Johannesburg

Website: www.justice.gov.za/inforeg/

E-mail: complaints.IR@justice.gov.za or inforeg@justice.gov.za

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