

TFG RETIREMENT FUND

PRIVACY STATEMENT

Date this privacy statement applies from: 1 JULY 2021



Purpose of this privacy statement

This privacy statement sets out how TFG Retirement Fund (“the Fund”) uses and protects your personal information to comply with the requirements of the Protection of Personal Information Act 4 of 2013 or “POPIA”.

Collection and Use of Personal Information

The main purpose of the Fund is to provide benefits to members on leaving the Fund, or at retirement or to make payments to beneficiaries should a member pass away, as detailed in the registered rules of the Fund. The personal information that we collect and process for members is used mostly for this reason. The Fund must also collect and process information to comply with the laws of South Africa.

What personal information do we collect?

Your personal information would include your name, surname, contact details, salary information, information about your beneficiaries (including information of children), demographic information (e.g. age, race), financial information including bank account details, tax information, records of claims, and in some cases, your health or medical information, including disability status.

How we use your personal information

Your information is used, for example, to provide you with Fund benefits, keep your records updated, make payments, contact you, and comply with the laws of South Africa.

Source and disclosure of your personal information

We receive your personal information directly from your employer, and we provide it to our appointed service providers, so that they can provide the services agreed to in terms of formal signed agreements.

In terms of our formal signed agreements, we require all service providers to handle your personal information appropriately and securely, and comply with all relevant laws.

We confirm that:

- The Fund does not and will not sell personal information or provide your information to any third parties to use for their own marketing purposes.
- It may be necessary for us to provide your information to comply with laws in South Africa, or if a court order is issued. We only provide such information where there is a legal basis for doing so.

Protection and Security of Personal Information

We take the security of your information very seriously, and have implemented reasonable technical and operational measures to protect your information from loss, misuse, unauthorised access, disclosure, alteration and destruction, and ensure that all our service providers do so too.

Accuracy of Personal Information

We take reasonable steps to keep personal information up to date.

If you would like to correct or update your information, please contact the FUSE by emailing fuse@tfg.co.za, via WhatsApp on 079 192 5376 or call 021 937 4742.

Retaining your Personal Information

We will keep your personal information for the time period necessary to comply with the registered rules of the Fund and as set out in this privacy statement. It may be necessary to retain some of your personal information beyond this time to comply with laws or for historical purposes. You may request that the Fund delete your personal information. Your request must be sent to Information Officer at: caronh@tfg.co.za using the "Form 2" issued in terms of POPIA for this process. This form can be found at the end of this statement. Please note that there may be lawful purposes which prohibit us from deleting your information.

International Transfer of personal information

We make use of service providers who may store or process your information outside of South Africa. We try to ensure that our service providers only operate in countries with strong data protection laws (for example the United Kingdom or countries within the European Union), or are contractually required to protect your information in terms of the principles set out in POPIA.

Cookies and other tracking technologies

What are cookies?

We may place small text files called 'cookies' on your device when you visit our website. These files do not contain personal data, but they do contain a personal identifier allowing us to associate your personal data with a certain device. Many websites use cookies and you can find out more about them at All About Cookies.

Why do we use cookies?

These files serve a number of useful purposes for you, including:

- improving how our website performs;
- understanding who our audience is so that we can provide content most relevant to you;
- allowing third parties to provide services to our website.

The types of cookies we use

We use different types of cookies on our website. Some of these cookies are placed by us, while others are placed by our third-party plug-ins, suppliers or advertisers. These cookies may be deleted from your device at different times, such as at the end of your browsing session (when you leave the website) or after a pre-set amount of time, or they may persist on your device until you delete them.

We use the following types of cookies on our website:

- **essential cookies** – these are cookies that allow our website to perform its essential functions. Without these cookies, some parts of our websites would stop working.
- **site analytics cookies** – these are cookies that monitor how our website is performing, and how you interact with it. We use them to know how best to improve our website or services.

Our cookies

You can see the cookies we use in the following table:

Cookie type	Cookie function
Essential	Allows our website to perform its essential functions. Without these cookies, some parts of our websites would stop working.
Site Analytics	Monitors how our website is performing, and how you interact with it. We use them to know how best to improve our website or services.

Deleting cookies

Your internet browser generally accepts cookies automatically, but you can often change this setting to stop accepting them. You can also delete cookies manually. You can read how to do this at [Digital Trends](#).

Deleting, or no longer accepting cookies, may prevent you from accessing certain aspects of our website where cookies are necessary or because the website forgot your preferences.

Updates to this policy

We may occasionally make changes to this policy. When we make material changes to this policy, we will provide you with a prominent notice on our website or send you an email. We may notify you in advance.

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and Surname/ registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and Surname/ registered name of responsible party:	
Residential, postal or	

business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/DESTROYED
D	<p>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and/or</p> <p>REASONS FOR *DESTRUCTION OR DELETION OR A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</p> <p><i>(Please provide detailed reasons for the request)</i></p>

Signed at _____ this _____ day of _____ 20_____

Signature of the data subject/designated person