



## Global Choices Lifestyle (Pty) Ltd Privacy Notice

### **Introduction:**

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

Global Choices Lifestyle (Pty) Ltd and this website: [www.globalchoices.co.za](http://www.globalchoices.co.za), are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully, and transparently.

### **Who we are:**

Global Choices is a Business-to-Business Company that creates value for your Business that is sustainable and builds long term relationships. Global Choices has built customised next-generation marketing platforms that deliver personalised, relevant, timely interactions that customers crave. We offer dynamic multichannel capabilities that include digital, design, communication using customer segmentation and flexible rules to deliver on programme objectives. We deliver customised, personalised, and relevant solutions that focus on actions and interactions.

Global Choices shall use its reasonable best efforts to provide services in a commercially reasonable manner and with the care, diligence and acting reasonably.

### **The type of personal information we collect:**

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements and delivering services accordingly. For this purpose, we will collect:

- Clients Identity number, name, surname, address, postal code, marital status and how many dependents they have;
- Description of clients residence, business and assets; and
- Any other information required by us, Suppliers and insurers in order to provide clients and Beneficiaries with an accurate analysis of their Value Added Products and Service’s needs.

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.

Global Choices Lifestyle (Pty) Ltd Reg No. 2002/001705/07  
t) 0860 300 303 f) 011 807 4641  
postnet suite 88, private bag x51, rivonia 2128  
[www.globalchoices.co.za](http://www.globalchoices.co.za)

Directors: PW van der Merwe; RW Gall; M Bellin; Y Hossenbocus;M van Schalkwyk  
Global Choices Lifestyle (Pty) Ltd is an authorized financial service provider, FSP #44544



**How we get the personal information and what we use it for:**

Most of the personal information we process is provided to us directly by you or your insurer for one of the following reasons:

We will use your personal information only for the purposes for which it was collected and agreed with you or your insurer. In addition, where necessary your information may be retained for legal or user experience optimization purposes, enabling us to provide you with an enhanced Value added services experience at Global Choices Lifestyle (Pty) Ltd .

For example:

To gather contact information.

To confirm and verify your identity or to verify that you are an authorized user for security purposes;

For the detection and prevention of fraud, crime, money laundering or other malpractice.

To conduct market or customer satisfaction research or for statistical analysis.

For audit and record keeping purposes.

In connection with legal proceedings.

We also receive personal information indirectly, from the following sources in the following scenarios:

- From your respective Insurer/Broker

We use the information that you have given us to:

- Provide you with emergency/value added assistance services.

We may share this information with:

We may disclose your personal information to our service providers who are involved in the delivery of products or 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 in terms of law or industry codes.

Where we believe it is necessary to protect our rights.

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### Collection of Information by “Cookies”

You are aware that information and data is automatically collected through the standard operation of the Internet servers and through the use of "cookies." "Cookies" are small text files a Website can use to recognise repeat users, facilitate the user's ongoing access to and use of the Website and allow a Website to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising. Cookies are not programs that come onto your system and damage files. Generally, cookies work by assigning a unique number to you that has no meaning outside the assigning site. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide you with certain features (e.g., customized delivery of information) available on our Websites.

### When will we process your personal information:

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consists of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;
  - The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
  - The processing complies with an **obligation** imposed by law on the business;
  - The processing protects a **legitimate** interest of the data subject;
  - The processing is necessary for the proper performance of a **public law** duty by the business;
- Or
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

### How we store your personal information:

Your information is securely stored in a cloud environment and managed with policies, these are also linked to a role based environment for security.

We keep your information for the duration of our contracts/ 5 years thereafter, the details of which are located in the Global Choices Lifestyle (Pty) Ltd Data Retention Policy. We will then dispose of your information according to the regulations as set out by our Data Destruction Policy.

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**Your data protection rights:**

- You are entitled to access your personal data by sending a written request to [contact@globalchoices.co.za](mailto:contact@globalchoices.co.za) We may charge you a fee for this service as set out in terms of Condition 8 of POPIA.
- You may also request Global Choices Lifestyle ( Pty) Ltd to correct or supplement any of your personal data which Global Choices Lifestyle will undertake as soon as practicable.
- Request the destruction of your personal data. Pieter Wilhelm van der Merwe will consider your request in light of any other laws or regulations prohibiting Global Choices Lifestyle (Pty) Ltd from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [contact@globalchoices.co.za](mailto:contact@globalchoices.co.za) if you wish to make a request.

**Contact details:**

Name: Pieter Wilhelm van der Merwe  
Address: 204 Rivonia Road, Block C, Ground Floor, Morningside  
Phone Number: 0860300303

E-mail: [contact@globalchoices.co.za](mailto:contact@globalchoices.co.za)

**How to complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us at [contact@globalchoices.co.za](mailto:contact@globalchoices.co.za)

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

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**Their contact details are as follows:**

**The Information Regulator (South Africa)**

33 Hoofd Street  
Forum III, 3rd Floor Braampark  
P.O Box 31533  
Braamfontein, Johannesburg, 2017

**Complaints** email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

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