



vrs»alacc

associated loss
adjusters



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PROTECTION OF PERSONAL INFORMATION AND PRIVACY POLICY

Associated Loss Adjusters CC (the CC)

PROTECTION OF PERSONAL INFORMATION AND PRIVACY POLICY

Associated Loss Adjusters CC Privacy Policy

The business of ASSOCIATED LOSS ADJUSTERS CC (the CC) is to adjust short -term claims on behalf of various insurers. We determine the causal dependence of a claim and report it to the insurer. The CC knows that you care how personal information about you is used and shared. This policy describes the types of personal information that we may collect about you, the purposes for which we use the information, the circumstances in which we may share the information and the steps that we take to safeguard the information to protect your privacy.

As used throughout this policy, the term " **the CC**", "**us**" or "**we**" refers to Associated Loss Adjusters and its agents in South Africa and worldwide.

Associated Loss Adjusters CC

MEMBERS: A H Blem F.I.L.A. A.I.I.S.A. A.I.R.M.S.A, F.I.F.A.A.(Managing Member), R Weedon, BA (Journalism) A.I.L.A. L.I.I.S.A.
R. Sewpersad, (Financial),

ASSOCIATES: A.L. Attwell Pr. Eng, BSc (Mech) Eng. F.I.L.A. F.I.F.A.A., M. McColl A.I.L.A. F.I.F.A.A.,
A Kuun Q.S. Nat Building Dip, P.M.,
Y.D Makhathini, Bcom(Accounting)

Associated Loss Adjusters is a Level 2 empowerment contributor company

Registration No. 1986/015323/23
VAT No: 4560109011

Personal Information

Any personal information provided to or gathered by the CC is controlled by the insurers from whom we receive our instructions. Our physical, postal telephonic and electronic addresses are as follows:

ASSOCIATED LOSS ADJUSTERS

4 Ferndale Mews 15 Dover St. (cnr Oak Ave) Ferndale Randburg South Africa

PO Box 68231 Bryanston 2021 Sandton South Africa

Tel: +27 (011) 886 1030

Fax: 27 (011) 787 7809

<http://www.alacc.com>

<mailto:alacc@iafrica.com>

What personal information do we collect?

The information we collect from you on behalf of insurers may include:

Personal information

Your name, address and contact information and ID number

Personal information about children

We do not knowingly collect personal information from children (under 18 years of age) without the permission of their parent or guardian.

Contacting us via our Website or otherwise

When you use the website (our "**Site**") or contact us by post, telephone, fax, email, or other electronic communication, we collect, store and use certain personal information that you disclose to us. This includes details such as your name, address, telephone, fax, email and

mobile phone number as well as traffic data, location data, web logs and other communication data, whether this is required for our own purposes or otherwise and the resources that you access. If you contact us, we may keep a record of that correspondence.

It is expressly prohibited for any person, business or entity to gain unauthorised access to any page on our Site or to deliver or attempt to deliver any unauthorised, damaging or malicious code thereto.

What do we do with personal information collected from you?

We use personal information to provide claims loss adjusting services on behalf of the insurers who instruct us in this regard.

If you apply for employment with the CC, we use the personal information you supply to process your job application.

Other than as set out in this privacy policy we will not share your personal information unless we are required to do so by law.

What about Cookies?

Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your web browser to enable our systems to recognise your browser and to automatically collect information from your computer such as your IP address and other details about your computer which are automatically collected by our web server, operating system and browser type, for system administration and to report aggregate information to us. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

The "Help" menu on the menu bar of most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie and how to disable cookies altogether. Additionally, you can disable or delete similar data used by browser add-ons, such as flash cookies, by changing the add-on's settings or visiting the website of its manufacturer.

- **Third Party Service Providers**

We employ other companies and individuals to perform certain ancillary functions on our behalf. Examples include the commissioning of engineers, accountants and other

professionals. They must process any personal information in accordance with this policy and as permitted by South African data protection legislation.

- **Protection of the CC and others**

We will only release personal information when we believe that such a release is appropriate to comply with the law; enforce or apply our insurer mandated or other agreements; or protect the rights, property or safety of the CC. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction. Obviously, however, this does not include selling, sharing or otherwise disclosing personally identifiable information from insured persons for commercial purposes in a way that is contrary to the commitments made in this privacy policy.

With your consent, other than as set out above, you will receive notice when information about you might go to third parties and you will have an opportunity to choose not to share the information.

How secure is information about me?

We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable information.

Cross-territory transfer of information

We may need to transfer your personal information to another country for processing or storage. 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 obliged to

Storage of data

We retain your personal data only for the period necessary for the purposes set out in this Policy or in accordance with the provisions of any applicable legislation.

What choices do I have?

You have the right to request a copy of the personal information we hold about you or to object to the processing of personal information held about you.

To do this, contact us at the numbers/addresses listed earlier and specify what information you would like. We will take all reasonable steps to confirm your identity before providing details of your personal information.

You have the right to ask us to update, correct or delete your personal information. You may do this by contacting us at the numbers/addresses provided earlier.

We will take all reasonable steps to confirm your identity before making changes to personal information we may hold about you.

Please note that we may amend this Policy from time to time.

Notices and Revisions

If you have any concern about privacy at the CC please e-mail us a thorough description and we will try to resolve the issue for you. Unless stated otherwise, our current privacy policy applies to all information that we have about you and your insurance policy. However, we stand behind the promises we make and will never materially change our policies and practices to make them less protective of personal information collected in the past without the consent of affected persons.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to the Managing Member.