



Your personal information

If you wondered what is considered “Personal information”, it is extensively defined in law if you seek a comprehensive meaning. Simply put it is that information that is unique to you as a person but does not include any information that is already freely available.

You have a say in how Rodel Administration Services treats your personal information. We abide by confidentiality principles and the Protection of Personal Information Act and need your consent to use your information for your policy and to share it with our partners and contracted service providers who are legally bound to the same principles.

1. Your rights and responsibilities

You voluntarily give us your personal information so that we can do business with you.

- 1.1 You give us your consent to collect, record, store, update and use (or process) your personal information. This includes special personal information such as medical history and health information.
- 1.2 You can access your information at any time and ask us to amend it.
- 1.3 If you have a complaint relating to the processing of your personal information, you understand that you should first refer it to Rodel Administration Services at info@rodelsa.co.za to resolve it in terms of our internal complaints process. If you are not satisfied with the outcome of the complaint, you understand that you may refer the complaint to the Information Regulator who can be contacted on 012 406 4818 or via email at info@reg.gov.za.
- 1.4 You may object to us using your personal information except when we need it to do business with you, for legal requirements or for marketing purposes (if you have agreed to it).

2. Our responsibilities

Having your personal information enables us to do business with you.

- 2.1 We need your personal information to fulfil our obligations regarding your product benefits.
- 2.2 We need it to administer your product or benefits and related services and to assess any claim.
- 2.3 We need it to provide you with services, advice and/or intermediary services linked to your product or benefits.
- 2.4 We have to monitor transactions on your product or benefits from a legal, compliance and risk point of view.

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- 2.5 We may use it for direct marketing purposes (only if you have agreed to it).
- 2.6 We will determine how or why your personal information is processed at all times.

3. Our partners' responsibilities

To administer your product properly, we need to share your information with contracted service providers (both locally and abroad), such as underwriters. Rodel Administration Services will ensure that the contracted service providers agree to our privacy and security policies if they need access to your personal information for the following purposes:

- 3.1 To implement your products or benefits.
- 3.2 To enable you to view your products and benefits and transact on our website.
- 3.3. To do a risk profile analysis of your existing products or benefits with us, or to do underwriting when you apply for a new product or benefit.
- 3.4 To let a credit bureau or credit provider do a credit assessment.
- 3.5 To carry out statistical analysis.
- 3.6 To analyse consumer needs and develop new products and services.
- 3.7 To market Rodel Administration Services products and services (if you have agreed to it).



Rochelle De Lucia
Chief Executive Officer