



Privacy Policy

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1. Customer Privacy Notice

This Notice explains how we obtain, use and disclose your personal information, as is required by the Protection of Personal Information Act (“POPI Act”).

At Bravopix 240 CC t/a Shomang Brokers, we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully, and transparently.

This Notice sets out:

- Who we are?
- What information we collect.
- Our aim to provide ongoing financial services.
- To whom we disclose your information.
- How we safeguard your information.
- Your rights to access and correction of information.
- Changes to this Notice.
- How to contact us.
- The Information Regulator’s contact details.

2. About Shomang Brokers

Bravopix 240 CC trading as Shomang Brokers is an authorised Financial Service Provider operating in South Africa.

3. The Information We Collect

At Shomang Brokers we collect and process your personal information in order to provide you with financial advice, and request quotation from various insurance companies who are the product providers. To be able to source your suitable quotes we provide your personal information to the various insurance companies to enable them to underwrite your quotation or policy appropriately.

The type of information we collect will depend on the purpose for which it is collected and used. We will only collect information that we need for that purpose.

We collect information directly from you where you provide us with your personal details, for example when you show interest in our service or give us the mandate to assess your needs and advice on your risk and source you a quotation or provide you with our funeral product.

Should we need any additional information from other sources, we will ask for consent from you to approach those various organizations. This will be solely for the purpose of providing you with financial service.

4. How We Use Your Information

We will use your personal information only for the purposes for which it was collected or agreed with you, for example:

- To provide our products or services to you, to carry out the transaction you requested and to maintain our relationship.
- To conduct needs assessment.
- Will forward your information to the insurance companies when requesting quotations in order for them to underwrite your policy.
- Insurance company may contact other providers such as Credit Bureau to access your information for the sole purpose of underwriting the quotation or policy you requested.

We will also use your personal information to comply with legal and regulatory requirements or industry codes to which we subscribe, or which apply to us, or when it is otherwise allowed by law.

5. Ongoing Financial Services

Given our aim to provide you with ongoing financial services, we would like to use your information to keep you informed about other financial products and services which may be of particular interest to you.

You may opt out at any time if you don't want to receive any further communications of this nature.

You may also give and withdraw consent and tell us what your communication preferences by contacting us at the numbers/addresses provided below.

6. Disclosure Of Information

We may disclose your personal information to our insurance companies and other financial product providers who are the underwriters of the different insurance products that we advise on. We have agreements in place to ensure that they comply with these privacy terms.

The insurance companies may in turn request or disclose your personal information from the following:

- Third parties for the purposes listed above, for example credit reference and fraud prevention agencies, law enforcement agencies.
- Their suppliers for the purpose of adjusting/ assessing a claim.

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.

7. Information Security

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your personal information is secure.

Our security policies and procedures cover:

- Physical security.
- Computer and network security.
- Access to personal information.
- Secure communications.
- Security in contracting out activities or functions.
- Retention and disposal of information.
- Acceptable usage of personal information.
- Governance and regulatory issues.
- Monitoring access and usage of private information.
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

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.

8. Your Rights: Access to Information

You have the right to request a copy of the personal information we hold about you. To do this, contact us at the numbers/addresses listed below and specify what information you would like. We will take all reasonable steps to confirm your identity before providing details of your personal information.

9. Correction Of Your Information

In certain cases, you have the right to object to the processing 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 below.

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

We would appreciate it if you would keep your personal information accurate. Please update your information by notifying us whenever your details change.

10. Changes to this Notice

Please note that we may amend this Notice from time to time. Please check this website periodically to inform yourself of any changes.

11. How To Contact Us

If you have questions about this Notice or believe we have not adhered to it, or need further information about our privacy practices or wish to give or withdraw consent, exercise preferences or access or correct your personal information, please contact us at the following numbers/addresses:

Telephone: 011-452-4662

email: info@shomanggroup.co.za

12. Information Regulator

You have the right to complain to the Information Regulator, whose contact details are:

Web: Information Regulator

Tel: 012 406 4818

Fax: 086 500 3351

Email: infoereg@justice.gov.za

