

RMD Privacy Policy

The Protection of Personal Information Act 2013 (Act 4 of 2013) comes into force on 30 June 2021. The act is a comprehensive data protection law to govern the collection, use, storage, transfer, sharing and destruction of personal information by public and private bodies

The purpose of the POPI Act is to:

- Protect the constitutional right to privacy.
- Balance this right against others, such as the right to freedom of expression and the right to access information.
- Regulate the way personal information is processed while keeping international standards in mind.
- Provide people with the means to protect their personal information.

All clients have the option to opt-in and opt-out of any RMD communication and distributions lists such as, Emails,Whatsapps, Telegram, SMS and phone calls. Clients are requested to contact RMD if they want to be removed from the distribution lists of the communication channels.

Clients agrees that all information provided to RMD is correct and given in good faith and as complete as possible. Client agrees to notify RMD as soon as any of the personal information changes as to ensure that data is correct, complete, and up to date. RMD collects all the personal information in their mandates, and review forms to fulfil its obligations to the client to deliver a financial intermediary service and its lawful obligations to all Statutory Bodies and Operators. Any queries regarding the privacy policy can be made to the Information Officer (Hendrik Andries Mulder) or the Deputy Information Officer (Jeanne-Marie van Zyl).

According to agreements and policies set in place all Operators/ Third Parties that have access to client information will keep the personal information confidential and safe. The information will only be used for the intended purpose that it was sent to the Operator and as agreed upon by the client. RMD either has a POPI agreement in place with them or their privacy policy sufficiently addresses the requirements with regards to POPI. A full list of Operators is available per request from the Information Officer or the Deputy Information Officer.

RMD undertakes not to disclose confidential information of a client except where such disclosure is:

- 1 Made under compulsion of law or in terms of the rules.
- 2 Follows a duty to the public to disclose.
- 3 Necessary to further the legitimate interest of the client.
- 4 Made with the consent of the client.

RMD will take every precaution to safeguard a client's personal information and will never give the information to a third party without the client's consent. Clients' needs to have a measure of control over how their personal information is processed. RMD is required to supply the following information to the data subject (client) on request:

- Confirmation that RMD does hold the client's personal information.
- A record or description of the personal information held.
- The identity of all third parties who have or have had access to the personal information.
- The data subject (client) has the right to access, view and request correction or deletion of their personal information. If RMD does not provide the above-mentioned information to the client, a formal request can be submitted to the Information Regulator as set out in the PAIA legislation.

Any complaints against RMD regarding the POPI act can be made to Information Officer of Deputy Information Officer or when unresolved to the Information regulator. Contact details of the Information Regulator and Information Officers are:

Information Regulator Address:

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001.

Postal Address; P.O. Box 31533, Braamfontein, Johannesburg, 2017.

Complaints: Complaints.IR@justic.gov.za/ General Enquiries: infoereg@justice.gov.za



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