

THE PROTECTION OF PERSONAL INFORMATION ACT CUSTOMER PRIVACY NOTICE Privacy Policy

This Privacy Policy describes our policies and procedures on the collection, use and disclosure of Your information when You use the Service and tells You about Your privacy rights and how the law protects You.

We use Your Personal data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this Privacy Policy.

Definitions

1. Definitions

For the purposes of this Privacy Policy:

Client means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Company (referred to as either "the Company", "FSP" in this Policy) refers to [FXONE FINANCIAL ADVISORS \(PTY\) LTD \(SHOP 201, 2ND FLOOR, DESIGN QUARTER, CNR. WILLIAM NICOL DRIVE AND LESLIE RD, FOURWAYS, JOHANNESBURG, 2055\)](#)

Cookies are small files that are placed on your computer, mobile device or any other device by a website, containing the details of Your browsing history on that website among its many uses.

Country refers to: South Africa

Device means any device that can access the Service such as a computer, a cell phone or a digital tablet.

Personal Data is any information that relates to an identified or identifiable individual.

Service refers to the list of services listed in Principle 3 of the Policy.

Service Provider means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service or to assist the Company in analysing how the Service is used.

Usage Data refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).

Website refers to [FXONE FINANCIAL ADVISORS \(PTY\) LTD](#) accessible from <https://www.fxonefa.co.za/>

2. Personal Data

In order to make use of the service and in order for the FSP or Advisor to render advise or intermediary services accurately the client may have to provide certain personally identifiable information that can be used to contact or identify. Personally, identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Identification
- Address, Postal code, City, Province
- Shareholding of Companies, members of CC's, Trust beneficiaries, Trustees and Founder
- Identification of Directors, Trustees, beneficiaries and authorised signatories

Collecting and Using Personal Data

3. Use of Your Personal Data

The Company may use Personal Data for the following purposes:

- **For the performance of a contract:** the development, compliance and undertaking of the contract for the products, items or services purchased by the client or of any other contract with the FSP through the Service.
- **To contact:** To contact the Client by email, telephone calls, SMS, or other equivalent forms of electronic communication, regarding updates or informative communications related to the products, services and the client portfolio, contracted services, when necessary or reasonable for their implementation.
- **To provide the client:** With news, special offers and general information about other goods, services and events which offered by the Company which are similar to those that have already purchased or enquired about unless the client has opted not to receive such information.
- **To manage clients' request:** To attend and manage the clients' requests and instructions.
- **For other purposes:** The FSP may use client information for other purposes, such as data analysis, identifying trends, determining the effectiveness of promotional campaigns and to evaluate and improve the Service, products, services, marketing and client experience.

4. Transfer of Personal Data

Client information, including Personal Data, is processed at the Company's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of South Africa or other governmental jurisdiction where the data protection laws may differ than those from South Africa.

The clients consent to this Privacy Policy followed by submission of such information represents agreement to that transfer.

The Company will take all steps reasonably necessary to ensure that data is treated securely and in accordance with this Privacy Policy and no transfer of Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of such data and other personal information.

Disclosure of Personal Data

5. Legal requirements

The Company may disclose Personal Data if such action is necessary to comply with a legal obligation such as:

- Required by the Financial Intelligence Centre
- Required by the Financial Services Conduct Authority
- Required by SAPS
- Required by the South African Reserve Bank
- Required by South African Revenue Services
- Required by a Court of Law

6. Security of Your Personal Data

The FSP will take every reasonable measure to keep data protected however, no method of transmission over the Internet, or method of electronic storage is 100% secure. While the FSP strives to use commercially acceptable means to protect Personal Data, absolute security cannot be guaranteed.

7. Children's Privacy

The FSP does, at times, require the identification of persons under the age of 16. Where this occurs, parent permission for the specific use of the information will be requested from the parent.