



POPIA Compliance & Privacy Policy

1. Purpose

This policy explains how Advice Matters (FSP No. 14060) collects, processes, stores, shares, and protects personal information in compliance with the Protection of Personal Information Act (POPIA), Act No. 4 of 2013.

2. Information Collected

We may collect the following information from clients:

- Identity and contact details
- Financial information
- Employment and tax details
- Product and investment history

3. Purpose of Processing

Personal information is processed to:

- Render financial advice and intermediary services
- Comply with FAIS, FICA, POPIA, and other legislation
- Maintain records of advice provided
- Improve service delivery and communication

4. Sharing of Information

Personal information will only be shared with:

- Product suppliers with which the client has agreed to transact
- Regulatory authorities as required by law
- Third-party service providers under confidentiality agreements

5. Protection of Information

- Appropriate technical and organisational security measures are implemented.
- Access to personal information is restricted to authorised staff only.

6. Client Rights

Clients have the right to:

- Access and correct their personal information
- Withdraw consent (subject to legal and contractual limitations)
- Lodge a complaint with the Information Regulator

Information Regulator Contact:

- Email: complaints.IR@justice.gov.za
- Tel: 010 023 5207