

Two Mountains Financial Services (Pty) Ltd.'s Data Protection and Privacy Policy

Two Mountains Financial Services (Pty) Ltd (referred to as "Two Mountains") of 88 2nd street, Halfway House Estate, Midrand, Gauteng, respects your personal privacy.

We take our obligations for the processing of personal information very seriously and we are committed to protecting your privacy.

This privacy policy, read with our standard terms and conditions, governs the manner in which we treat your personal information and/or personal data and/or any data which we collect from you, or you provide to us.

We respect your privacy, your personal information, and your personal data and, for this reason, we take all reasonable measures in accordance with this privacy policy to protect your personal information and personal data and to keep it confidential.

The "responsible party", as referred to in the Protection of Personal Information Act No. 4 of 2013 ("POPI Act") is Two Mountains Financial Services (Pty) Ltd ("Two Mountains"), incorporated in accordance with the laws of the Republic of South Africa with Registration Number: 2012/119762/07, and its principal place of business at of 88 2nd street, Halfway House Estate, Midrand, Gauteng.

You may direct your queries in regard to the protection of personal information to the information officer at informationofficer@twomountains.co.za.

Information we may collect from you

We may collect and process the following data about you:

- Information that you provide to us in order for us to render a product or service to you.
- If you contact us, we may keep a record of that correspondence.

Personal information held by or disclosed by you to a third party

Due to the fact that we are not responsible for any representations or information, or warranties or content provided by third parties, even where such third parties are our clients, we do not exercise control over such third parties' privacy policies, and you should refer to the privacy policy of any such third party to establish how such third party protects your privacy.

Where we store our personal data

The data which we collect from you is transferred to, and stored at, a destination within the Republic of South Africa ("RSA") or it might be stored on third party servers which is located outside of the Republic of South Africa. It may also be processed by staff operating outside the RSA who works for us or for one of our suppliers. By submitting your personal data, you agree to this transfer, storing or processing. We will



take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. When we use storage outside of the RSA, it is data centres which are GDPR compliant.

The data we collect from you and that we transfer to a third party outside of the RSA shall only be to a third party who is subject to a law, binding corporate rules (as defined in POPI) or binding agreement (as defined in POPI) which provides an adequate level of protection that:

- Is in accordance with this policy;
- includes provisions that are substantially similar to what is contained in this privacy policy to the further transfer of your data.

All information you provide to us is stored on our secure servers and/or on our chosen cloud storage solutions.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to us and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Uses made of the information

We use information held about you in the following ways:

- To provide you with information, products, or services that you request from us; and
- To carry out our obligations arising from any contracts entered into between you and us.

Disclosure of your information

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company, and its subsidiaries, as defined in Section 1 to 3 of the Companies Act No. 71 of 2008.

We may disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or terms and conditions of supply and other agreements; or to protect the rights, property, or safety of Haifa, our customers, or others.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. You can exercise the right at any time by contacting us at informationofficer@twomountains.co.za.



Access to information

You can correct factual errors, review and/or update information held about you at any time by contacting us at the following email address: informationofficer@twomountains.co.za.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on our website.

Contact

Questions, comments, and requests regarding this privacy policy are welcomed and should be addressed to Two Mountains at 88 2nd street, Halfway House Estate, Midrand, Gauteng or emailed for the attention of the Information Officer, at informationofficer@twomountains.co.za.

Applicable law & Jurisdiction

This privacy policy will be governed by the laws of the Republic of South Africa. You consent to the jurisdiction of the South African Courts for any dispute which may arise out of this privacy policy.

Approval

SIGNED ON BEHALF OF THE COMPANY ON THIS 01 DAY OF July 2021.



MSA Barnard:

Group Chief Executive Officer

