

This notice applies to Clan Capital, FSP number 44769

How we collect your information

The information we hold about you comes from the way you engage with us such as via e-mail, the internet, social media, post or over the telephone. We may also obtain information about you from third party companies as well as credit reference agencies and fraud prevention agencies.

The type of information we hold

The information we hold may be about yourself (such as name, address and contact details) and financial information (including details of the accounts and products you hold and related payments and transactions). Some information may be sensitive information such as health and criminal offences. This information will only be used to provide you with the service you have requested.

Where you provide information about other people (such as joint applicants) you must ensure that you have their consent or are otherwise entitled to provide their information to us.

How do we use your information?

When we ask for information from you we will tell you how it might be used for example, to:

- To assess and process applications;
- To verify your identity;
- To prevent fraud and money laundering;
- To manage your account(s) and communicate with you; and
- For research and statistical analysis.

Contacting you

We will use your contact details to communicate with you to help you manage your investment accounts, to fulfil our regulatory obligations (for example notify you of changes to terms and conditions), to remind you about the features and benefits of products you already hold and, with your consent, tell you about other products and services which may be of interest to you – these are called marketing messages and you can change your mind about these communications at any time.

Who we might share your information with?

From time to time we may share your information with other people or organisations (who are also bound to keep it safe and secure) if we have a duty to disclose it, if it is required for the management of your account/s, or law or regulation allows or requires us to do so, for legitimate business purpose. For example, we may share it with:

- Our service providers; in some cases, this might include those outside the Republic of South Africa.
- Credit reference agencies;
- Fraud prevention agencies; and
- Regulators and authorities.

How can you access your information?

You can access the information we hold about you at any time. You can also ask us to change or delete any personal information previously provided. If we can we will, but sometimes we have to maintain records for legal reasons. If you would like a copy of your information, you can send a request to info@clancapital.com.

How long will we keep your information?

We will not retain your personal information for longer than is necessary for the maintenance of your account, or to meet other legal or regulatory requirements.

How to contact us?

If you have any questions or concerns about our use of your personal information or would like a copy of the information we hold about you, please write to info@clancapital.com