

INSRAP PRIVACY POLICY – JUNE 2025

Table of Contents

1.General.....	2
2 Personal Information	2
3 The use of Cookies	3
4 Protection of Information	3
5 Sharing of Information	4
6 Contact us	4

1. General

- 1.1 Insurance Replace a Product (Pty) Ltd recognizes the importance of protecting your personal information and your right to having your personal information kept private. Insurance Replace a Product (Pty) Ltd ensures that it adheres to all data protection laws and has the implemented safeguards to ensure that your personal information is kept safe from unauthorized access.
- 1.2 This Privacy policy relates to the collection and use of personal information you may supply to us through your use of any of our service channels which includes our website portal used for quotes and order. This policy governs the way your personal information will be dealt with.

2. Personal Information

- 2.1 Insurance Replace a Product (Pty) Ltd aligns its definition of “personal information” with that as set out in the Protection of Personal Information Act, 2013 (POPIA). All information specific to yourself that is provided to us via our website, or any other channel will be classified as personal information. This includes but is not limited to personal information that is provided to us during our business, while obtaining an online quotation or placing an order, using our website and enquiries via e-mail.
- 2.2 This includes but is not limited to the following personal information that you may provide to us:
- Your name and surname;
 - Identity number, Passport number and/or date of birth;
 - Contact details;
 - Physical address
 - Email Address
- 2.3 We request your personal information to be able to provide you access to our website and provide you with quotes and replacement devices for you to use our services and fulfill your order requirements. Correct and most up to date information provided by you for you and your clients will be used to provide our service.
- 2.4 Insurance Replace a Product (Pty) Ltd has the highest regard for the privacy of its customers and will only use personal information for the purposes that it was collected for.

3. The use of Cookies

- 3.1 We might use Cookies (small text files stored in your browser) and other techniques to follow your movements on our Website. These collect information that makes the website remember you and tells us how you use our Website, web-related products and services. This, in turn, helps us make our Website relevant to your interests and needs.
- 3.2 They also help us find information once you have logged in or help us link your browsing information to you and your personal information, for example, when you choose to register for a service. We may use a persistent Cookie (a Cookie that stays linked to your browser) to record your details so we can recognize you if you visit our Website again.
- 3.3 Cookies by themselves cannot be used to discover your identity. Cookies do not damage your computer. You can set your browser to notify you when you receive a Cookie. This enables you to decide if you want to accept it or not. If you choose not to accept Cookies from our Website this may limit its functionalities or performance.

4 Protection of Information

- 4.1 We value the information that you choose to provide us and will therefore take reasonable steps to protect your personal information from loss, misuse or unauthorized alteration. The information we maintain concerning our customers, all our employees and the insured is stored in databases that have built-in safeguards to ensure the privacy and confidentiality of that information.
- 4.2 Insurance Replace a Product (Pty) Ltd uses state of the art technology and encryption to prevent any unauthorized access to your personal information. We keep up to date with latest global developments in security technology to ensure that your transactions and personal information stored with us is adequately secured and protected at all times.
- 4.3 You must always keep your personal information and any account numbers or login details confidential and ensure that you do not disclose it to anyone.
- 4.4 Should you at any time feel that you no longer wish to be contacted by us for any purpose whatsoever, you should advise us to that effect via email or

telephone. We retain all data that is required for us to discharge our business activities for an indefinite period for historical, statistical and research purposes. We have established appropriate safeguards against the records being used for any other purposes.

5. Sharing of Information

- 5.1 Insurance Replace a Product (Pty) Ltd does not and will not sell or provide personal information to third parties for independent use. We may, however, share personal information with our business partners if that information is required to provide the product, or service you have requested and where relevant recruitment purposes. However, our business partners will adhere to using your information only as directed by Insurance Replace a Product (Pty) Ltd.
- 5.2 Below is a list of instances of where we will disclose your personal information. Please note that the list below is not a numerous clause:
- Information relating to orders for claim replacements, providing insured contact details to our suppliers and courier companies in order to fulfil the orders.
 - When any regulatory authority for the various financial sectors requests same.
 - To comply with any regulation passed under relevant legislation, or any legal process.

To enforce and protect our rights and property (including intellectual property) and/or where we have a legitimate interest to do so.

- When you have expressly authorized us to do so; or if we undergo a change in ownership.
- For the purpose of recruitment or potential employment within Insurance Replace a Product (Pty) Ltd

6. Contact us

- 6.1 Please ensure that you have read and understood the terms and conditions of this Privacy policy before you provide us with you or your insureds personal contact information.
- 6.2 We reserve the right in our sole discretion to amend this Privacy Policy from time to time. The amended version of the Privacy Policy shall supersede and replace all previous versions thereof.

You can contact us with any privacy related questions here: general@insrap.com