



## PRIVACY POLICY

### CUSTOMER PRIVACY NOTICE

This Notice explains how we obtain, use and disclose your personal data, in accordance with the requirements of the Data Protection Act 2017 (DPA)

We are committed to protecting your privacy and to ensure that your personal data is collected and used properly, lawfully and transparently.

#### The information we collect

We collect and process your personal data mainly to contact you for the purposes of understanding your requirements and delivering services accordingly. For this purpose we will collect contact details including your name, address, contact number and Identity card/passport details (If applicable).

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information.

#### How we use your information

We will use your personal data only for the purposes for which it was collected and agreed with you.

In addition, where necessary your information may be retained for legal or research purposes.

For example:

- To gather contact information;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- In connection with legal proceedings.

#### Disclosure of information

We may disclose your personal data to our service providers who are involved in the delivery of products or services to you and for Mauritius AML/KYC requirements by our Management Company and /or Banks

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights.





## Information Security

We are legally obliged to provide adequate protection for the personal data we hold and to stop unauthorized access and use of personal data. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal data remains secure.

Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal data;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal data;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal data that we remain responsible for, is kept secure. We will ensure that anyone to whom we pass your personal data agrees to treat your information with the same level of protection as we are obliged to.

## Your Rights: Access to information

You have the right to request a copy of the personal data we hold about you. To do this, simply contact us at the numbers/addresses as provided on our website and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal data.

## Correction of your information

You have the right to ask us to update, correct or delete your personal data. We will require a copy of your ID document to confirm your identity before making changes to personal data we may hold about you. We would appreciate it if you would keep your personal data accurate.

## Definition of personal data

According to the Act “**personal data**” means an identified or identifiable individual, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that individual.

## How to contact us

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal data, please contact us at the numbers/addresses listed on our website.

