

Privacy Policy of RFA Funeral Services Pty Ltd

Introduction

RFA Funeral Services Pty Ltd ("we", "us", or "our") is committed to protecting the privacy of our clients. This Privacy Policy outlines our practices concerning the handling of your personal information in accordance with the Protection of Personal Information Act (POPIA) of South Africa. Our primary services include the sale and management of funeral policies.

Information We Collect

We collect and process your personal information mainly to provide you with access to our services and products, and for us to comply with legal and regulatory obligations. The types of personal information we collect include:

- **Identity and Contact Data:** Full name, identification number, contact details (including email address, telephone number, and postal address).
- **Financial Data:** Bank account details and payment information for processing policy payments.
- **Sensitive Data:** Health information relevant to the provision of funeral services.

How We Use Your Information

Your personal information is used to:

- Process and manage your application for a funeral policy.
- Communicate important notices and service updates.
- Comply with legal and regulatory requirements.
- Provide and improve our services.

Disclosure of Personal Information

We may share your personal information with:

- Service providers who are involved in the delivery and administration of funeral services and policies.
- Legal and regulatory authorities, upon request, or for the purposes of reporting any actual or suspected breach of applicable law or regulation.

Security of Personal Information

We take appropriate technical and organizational measures to secure the integrity and confidentiality of personal information to prevent:

- Loss of, damage to, or unauthorized destruction of personal information.
- Unlawful access to or processing of personal information.

Your Rights Under POPIA

You have the right to:

- Access the personal information we hold about you.
- Request the correction, destruction, or deletion of personal information.
- Object to the processing of personal information.
- Complain to the Information Regulator if you believe we are not handling your personal information in accordance with the law.

Contact Us

If you have any questions or concerns about our use of your personal information, please contact us on the following:

Tell: 0861 017 459

Email: Info@rfassurance.co.za

Upon receiving your request, we will contact you directly, Investigate your request, and work on your concerns. We reserve the right to take reasonable steps to verify your identity prior to granting access or processing changes or corrections.

Changes to Our Privacy Policy

We reserve the right to modify this policy at any time, but changes will not be applied retroactively. We will notify you of any significant changes by posting the new policy on our website.