

POPIA DISCLOSURES AND PROCESS

Last reviewed: March 2021



DURATION AND DELETION OF DATA

i. Policyholders

By law, Legal Hero is required to safely and securely store all information relating to the relationship between Legal Hero and a Policyholder for a period of **five years after the termination of the relationship**.

Should the ex-policyholder wish for Legal Hero to destroy personal details after the abovesaid minimum requirement, a written request as signed by the Policyholder together with a copy of his/ her ID may be sent to removedata@legalhero.co.za or sent via fax to 086 551 2705. Legal Hero will then shred all physical documents and delete online copies and furthermore send written confirmation once same has been attended to.

Opting Out

When joining, the potential Policyholder needs to tick or verbally consent via recorded line that he/ she agrees to receive newsletters and/ or other policy or new policy information. It is also explained at inception stage that he/ she may opt out from Legal Hero's marketing data register at any time.

The Policyholder may opt out by replying STOP to any marketing communication. This is also stated at the end of the marketing related SMS or e-mail. A Policyholder may also opt out of any future marketing communication by sending an e-mail to optout@legalhero.co.za or sending a written request via fax to 086 551 2705.

ii. Other Partners and Clients

After termination of the business relationship, the ex-partner or other client may send a written request as signed by authorized signatories, together with a copy of meeting minutes, to dataremove@legalhero.co.za or send same via fax to 086 551 2705. Legal Hero will then shred all physical documents and delete online copies and furthermore send written confirmation once same has been attended to.

3. INFORMATION OFFICER

Legal Hero's appointed Information Officer is Adv. Ben Myburgh who may be contacted at:

benm@legalhero.co.za

010 001 1001

- A general information box that routes to two Legal Hero Directors:
removedata@legalhero.co.za
- To opt out of future marketing material should you have previously opted in:
optout@legalhero.co.za



4. PROCESS TO NOTIFY OF DATA BREACH

Should Legal Hero have good reason to believe and/ or it is apparent that there has been a data breach, Legal Hero will notify each Legal Hero Policyholder and/ or other partner/ Client individually via SMS and/ or E-mail.

This document will be on a Legal Hero letterhead, signed by a minimum of two Directors and will also be placed on our website and Facebook Page to confirm authenticity. We will not include a separate/ new number for queries, our contact number will remain 010 001 1001.

The communication will furthermore include the extent of the breach, what action steps have been taken to mitigate the risk, the action steps taken to avoid same in future and what the Policyholder and/ or other partner/ Client may please do in order to further mitigate risks.

5. PROCESS TO AMEND DATA AND FEES

Personal data may be amended by contacting 010 001 1001 and pressing option 1 during working hours, and/ or sending an e-mail to admin@legalhero.co.za and/ or by sending a fax to 086 551 2705.

Should the request be sent via e-mail or fax, Legal Hero will contact the Policyholder to confirm the change and advise once the change has been attended to.

There is no fee involved to change personal details and/ or to opt out from marketing material and/ or to cancel, other than your own data fees/ airtime/ internet café fees on your end.

There is furthermore no fee involved should you request the resending of your policy documents and/ or other legal correspondence via e-mail or fax.

6. COMPLAINTS

Legal Hero takes all complaints seriously and a data complaint is handled in the same way as our Admin, Legal or Financial Advice complaints. Please refer to our Complaints Resolution Policy which may be found online under *Download Legal Hero Documents*:

There is no fee payable to Legal Hero for registering and attending to your complaint.



Tel: 010 001 1001
Fax: 086 551 2705
PO Box 20013, Big Bay, 7448
info@legalhero.co.za | www.legalhero.co.za

Directors: Adv. Ben Myburgh (LLB), Simone Steinmair-Myburgh (LLB)
Legal Hero (Pty) Ltd Company Registration No 2014/046729/07

Legal Hero (Pty) Ltd is an authorised financial services provider with licence no. 45377

Underwritten by Guardrisk Insurance Company Ltd with FSP number 75.

Insurance against life's villains

Legal Hero offers you an affordable monthly premium and cover of up to R200 000 annually. T&C's apply.