

A photograph of a young Black man with short hair, wearing a light blue and white striped sweater, smiling warmly while looking at a laptop screen. He is sitting at a desk in a dimly lit room, with a desk lamp providing a warm glow. The background is blurred, suggesting an office or home workspace. The image is framed by large green geometric shapes in the corners.

## ▶ Nedbank Privacy Notice

see money differently

**NEDBANK**

## Nedbank Privacy Notice

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## Introduction

Nedbank treats the personal information of its clients with utmost discretion. This is in line with the Constitution, which protects the right to privacy. The Protection of Personal Information Act (POPIA), 4 of 2013, which aims to give effect to the constitutional right to privacy and promote the fair and transparent use of personal information, further strengthens our resolve, and requires us, to protect our clients' information appropriately.

POPIA defines 'personal information' as any information that can be used to identify you as an individual or a legal entity. Examples of personal information are your identity number, account number, telephone number, email address or physical address.

As part of our commitment to protecting your personal information, and in complying with the law, our processing activities involving personal information are aligned with POPIA.

We also process all personal information in line with the Code of Conduct for the banking industry. Following an application from the Banking Association South Africa (BASA), which represents banks (including us), the Information Regulator issued this code in terms of chapter 7 of POPIA. The code outlines and expands on the specific obligations that members of BASA (banks as responsible parties, operators, or joint responsible parties) have when processing their clients' personal information, and does not replace the provisions of POPIA.

Our Privacy Notice sets out how we will use your personal information, and it applies to any information, including personal and special personal information, that you give us or that we may collect from third parties.

It is important that you read our Privacy Notice carefully before giving us any personal information. If you give us your personal information, you consent to our processing your personal information as set out in this notice.

If you do not agree to all the provisions of our Privacy Notice, please do not submit any personal information to us and note that, as a result, we may not be able to provide our products and services to you.

## What personal information is

Personal information is data that can be used to identify you. It is information that you share with us, information that we collect when we take you on as a client and during our ongoing relationship with you, as well as information about your marketing preferences.

Your personal information includes the following:

- Your gender (as required for statistical purposes or by law).
- Your marital status, nationality, or social origin.
- Your age, physical and mental health and well-being, medical conditions, and disability.
- Your religion, conscience, belief, culture, and language.
- Your education.
- Your financial information (like your income and expenses, loan repayments, investments, assets and financial needs).
- An identifying number or symbol (like account, identity, or passport numbers).
- Your email address, physical address, or telephone number (for communicating with you).
- Your location and online identifiers [this can be internet protocol (IP) addresses or geolocations].
- Your employment history (especially if you apply for credit).
- Your biometric information (like your fingerprints and facial and voice recognition).
- Your personal opinions.

There may be circumstances in which we will collect your special personal information. It may include the following:

- Your race or ethnicity (required for statistical purposes or by law).
- Your health (eg if you apply for life insurance).
- Your criminal behaviour (relating to an offence allegedly committed or proceedings regarding an offence allegedly committed, or the fact that that these proceedings took place).

We will collect and process your special personal information only:

- if we have your consent to do so;
- if it is necessary to establish, exercise or defend a right or obligation in law;
- to comply with a law or for historical, statistical or research purposes; or
- if we are otherwise allowed to do so by law.

## **The aim of our Privacy Notice**

The aim of our Privacy Notice is to guide you and our stakeholders on how we collect, use and protect personal information. Our Privacy Notice sets out the following:

- Why we collect your personal information and how we may process it.
- How we share your information with third parties.
- How we protect your information.
- How long we keep your information.
- Your privacy rights.

## **Why we collect and process your personal information**

To offer financial products and services to you, we need to collect, use, share and store your personal and financial information to do the following:

- Verify your identity.
- Assess the risk of fraud and money laundering.
- Enter a banker–client or a banker–third-party relationship with you.
- Contractually engage with you in terms of loans and credit.
- Understand your financial needs to offer you the best services and products.
- Develop suitable products and services to meet your needs.
- Market relevant products and services to you.
- Do market research and conduct client satisfaction surveys.
- Search for, update or place your records at credit reference bureaus and government agencies.
- Assess your ability to receive credit or to give collateral of any kind, including guarantees or suretyships.
- Offer other related banking and insurance services to you.
- Record and monitor communication between you and us, and use these recordings to verify your instructions in order to analyse, assess and improve our services to you, as well as for training and quality purposes.
- Communicate with you about products that may be of interest to you via post, phone, SMS, email and other electronic media, including social-media platforms, our ATMs, mobile applications and online banking services.
- Assess how you use our digital channels so we can offer enhanced services and client experience.

You have the right to refuse to give us your personal information, but your refusal may limit our ability to provide the required financial services to you.

We will collect from you only information that is necessary and relevant to the services or products that we offer. And we will collect and use your personal information only if we are lawfully allowed to do so.

We may send you direct marketing, but you can unsubscribe at any time by opting out on the relevant internet-based platform or by informing us directly.

If we use third-party data providers, we will ensure that they are lawfully allowed to share your information with us.

If we process your information, it will be because:

- we have your consent to do so;
- we have an obligation to take actions in terms of a contract with you;
- we are required by law to do so;
- doing so will protect your legitimate interest; and/or
- we or a third party has a legitimate interest to pursue.

### **Processing children's information**

We will collect and process the personal information of children only with the consent of a competent person (whether a parent, legal guardian or other person) or if we are lawfully allowed to do so.

In line with the Banks Act, 94 of 1990, we may process the information of children who are 16 years or older if they want to be a depositor with us.

### **How we collect your personal information**

We collect your personal information in the following ways:

- Directly from you when you complete a product application form on paper.
- Indirectly from you when you interact with us electronically. When you are browsing our website or using our mobile applications, we may collect information from you, like your IP address and server logs.
- From other sources, for example public databases, data aggregators and third parties (or indirectly through your interactions with third parties), as well as other financial institutions, credit bureaus and fraud prevention agencies.
- Through agents or third parties who collect information on our behalf.

- Through other entities in Nedbank Group or divisions or clusters within Nedbank Group.

Third parties we may collect your personal information from may include the following:

- Law firms.
- Other financial institutions and service providers.
- Data brokers.
- Business partners.
- Insurance companies.
- Credit bureaus.
- Payment associations, including the Payments Association of South Africa.
- Social-media platforms.
- The South African Police Service.
- Local or foreign regulators.
- Public or government entities.
- The South African Fraud Prevention Services.
- Media publications.
- Tracing agents.

### **Whom we share your information with**

Protecting our interests may sometimes require sharing specific client information with third parties, for example if a payment failed because there was not enough money in an account. Also, if it is required to protect the public interest, we may share information about a client's debt with credit bureaus or debt collection agencies.

Entities and third parties we may share your information with may include the following:

- Banks and other financial institutions.
- Regulatory authorities, including the Information Regulator.
- Industry bodies and ombudsmen.
- Law firms and auditors.
- Insurers.
- The South African Police Service.
- The South African Fraud Prevention Services.
- The Payments Association of South Africa.
- Other third parties (contractually, by law, or for protecting a legitimate interest).

When sharing your information with recipients in other jurisdictions, we will ensure compliance with applicable laws.

We will not sell your information to third parties and will market to you only in line with applicable laws and your marketing preferences, using your preferred communication method if it is practicable.

### **How we protect your information**

We are committed to ensuring that your information is secure. To prevent your information from being accessed or shared without authorisation, we have reasonable physical, electronic and managerial procedures in place to protect the information we collect.

All online transacting sessions are encrypted, and your personal information is stored in line with internationally accepted banking information security practices.

### **How long we keep your information**

We will keep your information only for as long as we need it for a lawful business purpose or as required by law (including tax legislation) and any other statutory obligations (including requirements relating to anti-money-laundering and combating the financing of terrorism). We may keep your personal information for longer than required if you have agreed or if we are lawfully allowed to do so.

If we need to keep your personal information for longer than required, and more specifically for historical, statistical or research purposes, we will do so with the appropriate safeguards in place to prevent the records from being used for any other purpose.

Depending on regulatory requirements, we may keep your information for varying periods once our relationship with you has ended. When it is not necessary for us to have your information, we will take all reasonable steps to destroy or de-identify it.

### **Your data protection rights**

You have the right to ask us to confirm whether we have any information about you. If we do, you may also request a record of that personal information, as well as information about all third parties with whom we have shared your personal information. Once we have given the information to you, you may ask us to:



- correct or delete your personal information that we have or control if it is inaccurate, irrelevant, excessive, outdated, incomplete or misleading or has been obtained unlawfully;
- destroy or delete our record of your personal information that we are no longer authorised to keep in terms of regulatory requirements; or
- stop or start sending you marketing messages by informing us in writing or through our branch network, call centres or website.

If you want to verify the information we have about you or want us to update, change, or delete it, you can:

- refer to our Promotion of Access to Information Manual, which is available at [nedbank.co.za](http://nedbank.co.za);
- call the Nedbank Contact Centre on 0800 555 111; or
- go to a Nedbank branch.

## Complaints

You can submit complaints about the processing of your personal information by phoning the Nedbank Contact Centre on 0800 555 111 or sending an email to [privacy@nedbank.co.za](mailto:privacy@nedbank.co.za).

Or, if you are not satisfied with the way we have dealt with your complaint, you can contact the Information Regulator by completing the prescribed POPIA form 5 and emailing it to [POPIAComplaints@infoeregulator.org.za](mailto:POPIAComplaints@infoeregulator.org.za). For more information visit the Information Regulator website at <https://infoeregulator.org.za>.

## Our contact details

The contact details of our Information Officer and Deputy Information Officer are below.

<b>Information Officer</b>	Daleen du Toit
<b>Deputy Information Officer</b>	Neelesh Mooljee
<b>Physical address</b>	135 Rivonia Road Sandown Sandton Johannesburg
<b>Postal address</b>	PO Box 653640

Benmore Gardens

2196

**Tel** +27 (0)10 234 8858

**Email** [privacy@nedbank.co.za](mailto:privacy@nedbank.co.za)

**Website** nedbank.co.za

## **Cookies**

We use cookies to personalise your repeat visits to our website by determining how you use the site. Cookies are small text files that may be stored on your computer or mobile device when you visit a website, enable images, or click on a link in an email.

We use cookies to identify which pages on our website are being used. This helps us analyse data about web page traffic and improve our website to meet your needs. We use this information for statistical analysis purposes only, after which the data is removed from our system.

Overall, cookies help us give you a better website by enabling us to monitor which pages you find useful. A cookie does not give us access to your computer or any information about you other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers accept them automatically, but you can modify your browser settings if you prefer to decline cookies. However, this may prevent you from taking full advantage of our website.

## **About us**

Nedbank Group is incorporated in South Africa and our registration number is 1966/010630/06. Our ordinary shares have been listed on the Johannesburg Stock Exchange since 1969 under the share code NED, and on the Namibian Stock Exchange since 2007 under the share code NBK. Our international securities identification number is ZAE000004875.

We offer a range of wholesale and retail banking services and have a growing insurance, asset management and wealth management offering.

These services are offered via the following clusters:

- Nedbank Corporate and Investment Banking
- Nedbank Retail and Business Banking

- Nedbank Wealth
- Nedbank Africa Regions

Our business partners include the following:

- Old Mutual Limited
- Ecobank
- Bank of China

### **Our presence**

- Our primary market is South Africa, but we are continuing to expand into the rest of Africa.
- We have a presence in five countries in the Southern African Development Community and East Africa regions, where we own subsidiaries and banks in Namibia, Eswatini, Mozambique, Lesotho, Zimbabwe, as well as representative offices in Angola and Kenya.
- In West and Central Africa we follow a partnership approach and concluded the acquisition of an approximate 21% shareholding in Ecobank in 2014, offering a unique one-bank experience to our clients across the largest banking network in Africa, comprising more than 2 000 branches in 39 countries.

Outside of Africa we have a presence in key global financial centres to provide international financial services for Africa-based multinational and high-net-worth clients. These centres include the following:

- Isle of Man
- Jersey
- London

We also have a representative office in Dubai.