



UNISARF
Unisa Retirement Fund



Privacy statement of University of South Africa Retirement Fund for Fund members

The University of South Africa Retirement Fund (“the Fund”, “we”, “us”, “our”) treats personal information we collect and process as private and confidential.

Collection

We collect personal information relating to you as a Fund member, and in some cases your family members and other potential beneficiaries, from your employer in the Fund. In some cases, we will collect personal information directly from you (or from the responsible adult, in the case of children).

We use your personal information to:

- provide you with the benefits that you are entitled to in terms of the Rules of the Fund, of which you are a member;
- follow your instructions and give effect to your choices, where you have options under the Fund Rules;
- process your personal information associated with the provision of retirement benefits (this includes opening and maintaining your “account” as a Fund member, giving effect to transactions such as contribution payments, transfers-in or investment switches, administering claims for Fund benefits where applicable, and communicating with you), and to provide you with associated benefits such as those provided on death or disability (for which purpose we require information about your remuneration as well as your age and gender, among other things);
- provide you with regular communications about the Fund, your retirement savings in the Fund, your benefit entitlements, and other related matters; and
- comply with applicable legislation, including the Pension Funds Act.

Without your personal information, we would not be able to provide the benefits that you are entitled to as a Fund member, or the services that you need from the Fund.

Your consent

Because we obtain most of the personal information we need from your employer (and because you may already have been a member of the Fund for some time), we have not asked you directly to consent (agree) that we can hold or process your personal information for the purposes set out above. This is because you have rights and interests as a member of the Fund, and we need your personal information to give effect to your rights and interests - we cannot do this without holding and processing this information.

Where we do collect personal information directly from you, we will ask for your consent and explain why we need the personal information and what we will do with it. The same applies when we collect personal information about a child, from the parent or guardian, or other responsible adult.

Third parties, and disclosure of information

We rely on certain third parties to provide services to the Fund. When we do this, and when this means they will hold and process your personal information, we require that they agree to our privacy principles and practices or apply at least equivalent standards of their own to ensure that your personal information is accurate, kept safe, and only used for legitimate Fund-related purposes.

The most important of these Fund related service providers are:

- The administrator of the Fund
- The Fund's auditors
- The Fund's actuaries
- The Fund's consultants, and other professional advisors such as lawyers
- The insurance companies who insure the death, disability and related benefits that are provided to members of the Fund

We will not disclose your personal information to external organisations that are not Fund related parties, unless you give us your consent, or unless we are required to do so by law, or if it is necessary to protect your rights and interests as a member of the Fund.

Transfer across borders

Sometimes we, or our service providers, will store and process your personal information in other countries. When this happens, we, or our service providers, will ensure that the party which is storing and processing the personal information is legally or contractually required to conform to standards regarding the security and privacy of personal information that are substantially the same as those that apply in South Africa.

Securing your personal information

Our security systems and processes, and those of our service providers, are designed to prevent loss, unauthorised destruction, damage and/or access to your personal information by unauthorised third parties.

Access to your personal information

As a member of the Fund, you may: (a) ask us to give you a description of your personal information that we hold; and (b) ask us to correct or update your personal information. (Please see the Fund's Manual in terms of the Promotion of Access to Information Act for more details on this – this Manual is available at <http://unisarf.co.za/> or from the Fund's Information Officer, whose details are given at the end of this document.)

We may, if allowed by law, charge a fee for this.

Our use of technology to follow your use of our website

While you are using our website or mobile application, we automatically process certain personal information, such as visits to our website. We use this information to find out which areas of our website people visit most and to monitor the use of our website. This helps us to add more value to our services to Fund members. This information is gathered in such a way that we do not get personal information about any individual or their online behaviour on other websites and no information collected in this way is ever made available to third parties.

Cookies

We may use cookie technology on our website. A cookie is a small text file that is saved on your Internet browser when you use our website. The cookie is sent to our computer each time you visit our website. Cookies make it easier for us to give you a better experience online.

Types of cookies used on our website:

Session cookies

These cookies are temporary and only exist while you browse our website. As soon as you close your browser or move to a different website, they are removed. They allow our website to link your actions during a browser session.

Persistent cookies

These are permanent cookies that are stored on your device until they reach a set expiry date or until you delete them. They remember your preferences or actions across our site (or in some cases across different websites). We may use them for various reasons, such as remembering your preferences and choices when using our site, or to display only relevant advertising messages to you.

First-party cookies:

These cookies are owned and created by us.

Third-party cookies:

These cookies are owned and created by another company that provides a service to us, such as social media sharing, website analytics or content remarketing.

How to disable cookies

You can stop your browser from accepting cookies by changing the settings on your web browser. Be aware that restricting cookies may impact the functionality of our website. We recommend that you allow cookies. On most browsers, cookies are enabled by default. Explore the settings and options on your browser to disable or enable them, or visit <https://www.aboutcookies.org> for detailed information about managing cookies on various browsers.

Links to other websites

Our website and mobile application may have links to or from other websites. Although we try to link only to websites that also have high privacy standards, we are not responsible for their security, privacy practices or content. We recommend that you always read the privacy and security statements on these websites.

Retention of correspondence

If you communicate with us by e-mail or in writing, we and our administrator (and other parties with whom you communicate directly, such as the insurer of the death and disability benefits) may retain a copy or record of the correspondence, where allowed by law, to protect your rights and interests in the event that a dispute arises.

Recording of voice calls

We, and our service providers, communicate with you through different methods and channels. If allowed by law, our administrator (and other parties with whom you communicate directly, such as the insurer of the death and disability benefits) may record and monitor voice calls to make sure that they comply with their, and our, legal and regulatory responsibilities and internal policies, and to protect your rights and interests in the event that a dispute arises. Where we or our service providers do so, you will be advised at the outset that the call will be recorded

Your rights

We will take note of your rights under applicable privacy and data protection laws, especially your right to object, on reasonable grounds, to certain types of processing.

Right to change this privacy statement

We may change this privacy statement. We will publish all changes on our website. The latest version of our privacy statement will replace all earlier versions, unless it says differently.

Queries and complaints

If you have any queries or complaints about privacy, please contact the Fund's Information Officer:

Dr PJN (Nic) van Staden - **Information Officer**

Fund's registered postal address – PO Box 392, UNISA, 0003

Fund's registered physical address – 7th Floor, OR Tambo Building, UNISA, Muckleneuk Ridge, Pretoria, 0002

Information Officer Telephone – 012 429 4378

Information Officer E-mail – vstadpjn@unisa.ac.za

If you are unhappy with the Fund's response and want to make a formal complaint about the way in which the Fund has handled your personal information (or if you want to learn more about your rights under South Africa's Protection of Personal Information Act 2013), you can contact the Information Regulator, an independent regulatory authority established under South Africa's Protection of Personal Information Act (POPIA).

The Information Regulator (South Africa)

JD House

27 Stiemens Street

Braamfontein, Johannesburg

Website: www.justice.gov.za/infoereg/

E-mail: complaints.IR@justice.gov.za or infoereg@justice.gov.za

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