

PRIVACY STATEMENT

of

Quantum Wealth Management (Pty) Ltd

Registration number 2001/020621/07

FSP No: 862 Category I and II

("the Company")

And

Quantum Fund Managers (Pty) Ltd

Registration number 2013/208134/07

FSP46340 Category II

("the Company")

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1. GENERAL INFORMATION

- 1.1 The Companies are authorised Financial Services Providers (FSPs) of financial advice and non-discretionary intermediary services, (Category I FSP) and discretionary intermediary services (Category II FSP), in terms of the Financial Advisory and Intermediary Services Act 37 of 2002 (the FAIS Act) and an accountable institution (AI), in terms of the Financial Intelligence Centre Act (the FICA), through the Financial Sector Regulation Act 9 of 2017 (the FSRA).
- 1.2 This notice is applicable to both Quantum Wealth Management (Pty) Ltd and Quantum Fund Managers (Pty) Ltd, (collectively "Quantum") as far as is referred to "us" or "we".
- 1.3 Through the providing of these services, Quantum is necessarily involved in collecting, using and disclosing certain aspects of the Personal Information of its clients, employees and other stakeholders. As a Responsible Party, Quantum must comply with the POPIA. The POPIA requires Quantum to inform its clients about the way their Personal Information is used, disclosed and destroyed.
- 1.4 Quantum is committed to effectively managing Personal Information in accordance with the POPIA. Quantum is committed to protecting the privacy of its clients and ensuring that their Personal Information is used appropriately, transparently, securely and in accordance with applicable laws.
- 1.5 This notice provides you with information with regards to the use of your personal information, your legal rights and our responsibilities to you. Our Cyber Security Policy sets out in detail how we hold your personal information secure.





- 1.6 Quantum respects your privacy and are committed to keeping your Personal Information secure and confidential.
- 1.7 This privacy statement explains how we process the Personal Information we collect from you and also informs you of your rights in terms of the POPIA.
- 1.8 You have the right to be notified that your Personal Information is being collected, which is the reason Quantum brings this privacy statement to your attention. This is an important statement, and we urge you to read it carefully.
- 1.9 Quantum's contact information is provided under the "Contact Us" section should you have any questions or concerns about what we do with your personal information.
- 1.10 Quantum **MUST** only collect Personal Information from you for the specific, explicitly defined and lawful, purpose, based on the relevant function or activity of Quantum.
- 1.11 When you become a client of Quantum and during the course of our dealings with you, we have to collect some personal information about you.
- 1.12 You have the right to object to the collection, storing and processing of your Personal Information that we may collect, store, or process for any other purpose. Quantum may collect, store and process only that information that is relevant and required as a client of Quantum.



- 1.13 Should it be necessary that Quantum at any time need to collect other Personal Information from you, we will request your explicit consent, which you may refuse. In cases where you refuse consent, Quantum may not be able to provide you with the required services.

2. RESPONSIBLE PARTY

- 2.1. Quantum, which are the legal entities that collect Personal Information from you or that determines the purpose for the collection and processing of your Personal Information (alone or in conjunction with others) will be the Responsible Party for your Personal Information. We are responsible that your Personal Information is collected, processed, and stored in compliance with the conditions for lawful processing set out in POPIA.
- 2.2. If you have any questions or wish to complain about the processing of your Personal Information, or if you wish to exercise any of your rights as a Data Subject, you can contact Quantum's Information Officer at dominique@quantumwealth.co.za or fc@quantumwealth.co.za.

3. WHAT PERSONAL INFORMATION DO WE COLLECT?

- 3.1. Personal Information is defined in POPIA and means information relating to an identifiable, living natural person, and where it is applicable, an identifiable, existing juristic person. We “process” your Personal Information if we collect, use, store, make available, destroy, update, disclose, receive, or otherwise deal with your Personal Information.
- 3.2 With reference to the relation you have with Quantum, we may process the following types of Personal Information:



- name
- race (if required by applicable law)
- gender
- marital status
- nationality
- age
- language preference
- date of birth
- information relating to employment category or occupation
- Salary and remuneration information
- identifying numbers such as identity or passport number, tax identification numbers or tax reference numbers
- e-mail address
- physical address
- telephone number
- dependents and beneficiary information
- health information for insurance purposes



- 3.3. We do not process Special Personal Information in the ordinary course of business although Special Personal Information may be processed only if we obtain your consent or have another valid justification to do so.
- 3.4. If Quantum needs to process the Personal Information of children, we will do so if the law permits this. In the normal course of our business, a competent person such as a parent or guardian will consent to the processing of the Personal Information of the child.

4. FOR WHAT PURPOSE DO WE COLLECT PERSONAL INFORMATION?

- 4.1. In order for us to provide clients with financial products and services and to notify you of important changes to such products and services, we need to collect, use, and disclose the Personal Information of clients to service providers and staff of service providers. We collect and use Personal Information in order to conclude contracts with product and service providers and to carry out the obligations in terms of those contracts (including managing the product or service provider account and complying with instructions and requests). We also process contact information so that we can report to clients and keep them informed of the status of any instruction.
- 4.2. Quantum has regulatory obligations, including compliance with legislation and regulations and therefore Quantum is obliged to process your Personal Information to comply with these obligations. This may include verifying your identity or the identity of your beneficiaries and dependents and/or controlling persons. We are also required by various laws (among others the Collective Investments Schemes Control Act, 2002, the Financial Advisory and Intermediary Services Act, 2002, and the Financial Intelligence Centre Act, 2001 including any legislation which may amend or substitute such laws from time to time) to maintain records of Clients and our dealings with Clients.



- 4.3. Quantum may use your Personal Information to pursue Quantum's legitimate interests such as to compile reports, to comply with requests for information from any internal or external auditor, or any regulatory or supervisory body, or to correspond with you.
- 4.4. The supply of certain items of Personal Information, especially those collected to comply with regulation, is legally mandatory.
- 4.5. Quantum may further process your information if it is compatible with the purpose for which it was collected, for instance to:
 - 4.5.1. Evaluate Clients' current and future needs and to suggest further benefits, products, or services to you;
 - 4.5.2. Evaluate and improve the effectiveness of our services to you;
 - 4.5.3. Conduct market research and provide you with information about our products, and services from time to time via email, telephone or other means (for example invite you to events whether in person or digitally);
 - 4.5.4. Quantum will never send marketing material to you and Quantum's service providers may not use your Personal Information for any other purpose than that for which they are contracted to Quantum. If you receive any marketing material, or any form of enticement from Quantum's service providers, please inform us immediately at dominique@quantumwealth.co.za alternatively fc@quantumwealth.co.za. The exception to this is that Quantum Representatives may contact you, to fulfil their obligations to you as a Quantum client. The Representatives are duly licensed, qualified, and experienced financial advisors and you may be offered financial advisory services by them without any obligation on you to make use of same. Should you require financial advice, Quantum will refer you to Quantum's approved financial advisors or Representatives. The appointed financial advisors can be contacted at info@quantumwealth.co.za.



- 4.5.5. Verify your identity for security purposes;
- 4.5.6. Meet legal and regulatory requirements or industry codes to which Quantum may be subject, for example comply with a lawful request for information received from a local or foreign law enforcement agency, court, government, or tax collection agency;
- 4.5.7. Use in connection with legal proceedings;
- 4.5.8. Conduct our internal audit (including security) functions which allow us to monitor our systems and processes. This protects Quantum and the Clients from fraud, identity theft and unauthorised access;
- 4.5.9. Conduct statistical and any operational, evaluations, auditing, legal and record-keeping requirements;
- 4.5.10. Detect and prevent any fraud and money laundering and/or in the interest of security and crime prevention (which includes ongoing due diligence and sanction screening against any sanction list we may determine in our discretion);
- 4.5.11. Assess and resolve any complaint;
- 4.5.12. Perform any risk analysis or for purposes of risk management to you or Quantum in general;
- 4.5.13. Record and/or monitor and have access to telephone calls (i.e. voice recordings), correspondence and electronic communications to, or with Quantum and its service providers in order to accurately carry out your instructions and requests.
- 4.5.14. Trace your contact information through a tracing agent if you are uncontactable and/or to comply with any regulation or conduct standard; and
- 4.5.17. Prevent or control the spread of any disease.



5. HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

- 5.1. Directly from the Data Subject, who is you, a Quantum client or prospective client. We will not collect your Personal Information without your consent, except where it is required or permitted by law.
- 5.2. In specific situations, we may collect Personal Information from tracing agents;

6. WHO RECEIVES YOUR PERSONAL INFORMATION?

- 6.1. The services that Quantum provide are of such a nature that it is often necessary that Personal Information needs to be shared with or transferred to third parties in order to perform our services to Clients.

This may be implicit in the service as Quantum needs to transfer Personal Information to insurers, investment service providers and other third parties from time to time for legal or regulatory reasons. Quantum may disclose your Personal Information to third parties for reasons set out in this privacy statement or where it is not unlawful to do so.

- 6.2. Quantum may, depending on the type of service, transfer Personal Information to:
 - Quantum's auditors
 - Quantum's investment service providers
 - a local or foreign regulator (including but not limited to the Financial Sector Conduct Authority, Reserve Bank, South African Revenue Services, the Financial Intelligence Centre), a tax administrator, a legal advisor, a financial intermediary appointed by the Data Subject.



Quantum will ensure that all third parties are restricted by obligations of confidentiality to only use the information for the required purpose and that they will apply strict security measures to the Personal Information we share with them.

- 6.3. Quantum will never share Personal Information with any third party who is not contracted by Quantum and then only that Personal Information that is required by that third party to fulfil their duties in terms of the contract or service level agreement, will be shared.

7. THIRD PARTY COUNTRY TRANSFER

- 7.1. Quantum is domiciled in South Africa. Your information will therefore primarily be processed in South Africa.
- 7.2. We may enter Personal Information into our systems and the systems of our service providers and operators that may use technology or services outside South Africa. Your Personal Information may also for cloud storage purposes or through the use of any of our websites, be transferred or processed outside of the Republic of South Africa.
- 7.3. We may also, in the course of providing a service to you, engage with financial service providers, custodians, or regulators outside South Africa and then transfer your Personal Information to them for purposes of providing you with a financial service or to comply with applicable law.
- 7.4. Recipients of your information may be situated in countries which do not have data protection laws similar to South Africa. We will, however, use all reasonable endeavours to ensure that the contracts entered into with such third parties contain the necessary appropriate safeguards if Personal Information is processed outside South Africa or rely on other legally permitted safeguards.



8. MARKETING AND GENERAL COMMUNICATION

- 8.1. We may contact you from time to time to provide you with electronic or digital newsletters and relevant insights as part of our value-added client experience.
- 8.2. You may object to us processing your information for newsletters and other relevant communications. You can unsubscribe from such communications by following the steps set out in the electronic and digital material you received or contacting us at info@quantumwealth.co.za.

9. YOUR RIGHTS AS A DATA SUBJECT

- 9.1. You have the right to have your Personal Information processed in accordance with the conditions for the lawful processing of Personal Information as set out in POPIA. You also have the rights as set out below which we need to make you aware of.

9.2 Right of Access

- 9.2.1 In terms of section 23 of POPIA, you are entitled to request us to:
- 9.2.2. confirm, free of charge, whether or not we hold Personal Information about you.
- 9.2.3. provide a record or a description of the Personal Information we hold, including information about the identity of all the third parties, or categories of third parties who have, or have had, access to your Personal Information.
- 9.2.4. You will need to provide us with adequate proof of identity before we respond to a request. If you request a record, we will respond within a reasonable time. We may charge the fee under applicable law for providing copies of records to you.



9.3 **Right to request correction or deletion**

9.3.1. You may request us, in terms of section 24 of POPIA, to correct or delete Personal Information in our possession or under our control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully. You may also request us to destroy or delete a record of Personal Information about you that we are no longer authorised to retain.

9.3.2. We will as soon as reasonably possible correct, destroy or delete, as the case may be – unless we are required or entitled under applicable laws to keep the information and inform you that we have done so.

9.3.3. If we do not believe that the information requires correction, we will provide you with credible evidence in support of the information. If we cannot reach agreement with you, you may request us to attach to the information we hold the request for correction so that it can be read together.

9.4 **Right to object to processing**

9.4.1. Where we process your information to protect your legitimate interests or to pursue the legitimate interest of a third party to whom the information is supplied or our own legitimate interest, you may object at any time to the processing of your Personal Information for these purposes, on reasonable grounds relating to your situation, unless applicable law provides for such processing.



9.4.2 You may also object at any time to the processing of your Personal Information for purposes of direct marketing or the receipt of direct marketing through unsolicited electronic communication. As a general rule Quantum does not do direct marketing in any way or form.

9.5 Remedies for data subjects

9.5.1. You have the right to complain to the Information Regulator as set out in paragraph 13 below.

10. HOW LONG DO WE RETAIN YOUR PERSONAL INFORMATION?

10.1. We generally only keep your Personal Information on our records for as long as we need it to provide you with services and to meet legal requirements related to record-keeping for financial service providers as prescribed from time to time.

10.2. We will keep your Personal Information for as long as:

10.2.1. the law requires us to keep it;

10.2.2. a contract we have with you requires us to keep it;

10.2.3. you have consented to us keeping it;

10.2.4. we reasonably require it to achieve the purposes in relation to the services provided to you;

10.2.5. we require it for our lawful Quantum business purposes;

10.2.6. We may also keep your Personal Information for historical, statistical or research purposes if appropriate safeguards are in place. We may keep your Personal Information for longer if there is litigation or an investigation, or any tax or regulatory query;



10.7. If we have to keep information for longer periods than set out above (for example if it cannot be safely destructed, or it will be unlawful to destruct), we will only process it for purposes of storage or for purposes of proof or for any other lawful purpose. We will also restrict access and processing of such information by any person or third party that no longer need access to your Personal Information.

11. SECURITY BREACHES

In the event of a security compromise where your Personal Information has been accessed or acquired by an unauthorised person, we will notify you directly as soon possible as provided for in POPIA and in terms of our Cyber Security Policy.

12. AUTOMATED DECISION MAKING

12.1. An automated decision is when your Personal Information is analysed to form a profile of a person or category of persons to make a decision without human intervention. We do not make automated decisions.

12.2. If we however decide to make any automated decisions about you in future, you will have the right to query any decisions made and we will provide reasons for the decisions as far as reasonably possible.

13. THE INFORMATION REGULATOR

13.1. You may complain to the Information Regulator. Any person may submit a complaint to the Information Regulator in the prescribed manner and form alleging interference with the





protection of the Personal Information of a data subject. A data subject may also submit a complaint in respect of a determination of an adjudicator.

13.2. The address of the Information Regulator is as follows:

The Information Regulator (South Africa)

JD House
27 Stiemens Street
Braamfontein
Johannesburg
2001

PO Box 31533

Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.za

General enquiries email: inforeg@justice.gov.za

14. **UPDATES TO THIS PRIVACY STATEMENT**

This privacy statement is dated as of 30 March 2023. We may update the privacy statement from time to time. The current privacy statement will be available on our website or available upon request from our office. Please check our website on a regular basis.

We advise Clients to read this statement together with Quantum's Protection of Personal Information Policy that will be made available on Quantum's website: www.quantumam.co.za

