



Privacy Statement

The Wealth Network (Pty) Ltd

Version:[1.0] May 2025 | Next Review: May 2026

As a juristic representative of Discovery Life (FSP 18147), The Wealth Network aligns fully with the privacy and information protection principles set out in the **Discovery Group Privacy Statement**.

Read the Discovery Group Privacy Statement here:

<https://www.discovery.co.za/corporate/privacy/>

Your Privacy Matters to Us

At **The Wealth Network**, we value your trust and are committed to protecting your personal information. This statement explains how we collect, use, store and share your data in line with the **Protection of Personal Information Act (POPIA)** and applicable legislation.

What We Collect

We may collect the following information:

- Name, ID number, date of birth
- Contact info: email, phone, address
- Policy details, product info, financial info
- Health-related info (if required)
- Employment info (for employer benefits)
- Digital interaction data (e.g. device/browser info)

We may also collect information about your beneficiaries or representatives with your consent

Why We Use Your Information

We use your information to:

- Provide and manage your financial products
- Facilitate onboarding, claims and servicing
- Comply with legal and regulatory requirements
- Respond to queries or complaints
- Conduct compliance and risk checks
- Send you product-related communications
- Improve your service experience

Who We Share It With

Your data may be shared with:

Party	Purpose
Discovery Group	Policy and product servicing, benefits and claims
Regulatory bodies (FSCA, Information Regulator)	Compliance reporting
Microsoft 365 (cloud provider)	Secure communication & storage
Credit bureaus, third-party verifiers	FICA/KYC verification
Medical professionals	Where relevant to product or claim
Compliance consultants, brokers	Where contractually required and bound by confidentiality

International Transfers

Your information may be stored on secure servers outside South Africa.

- Transfers comply with POPIA
- Recipients are subject to equal or better data protection laws
- Transfers are necessary for your product servicing

How We Keep It Safe

We apply industry-standard protection measures:

- Password-protected systems
- Staff training on confidentiality
- Antivirus/firewall protection
- Encrypted data storage
- Role-based access controls
- Data breach protocols

Your Rights Under POPIA

You may:

- Request a copy of your personal info
- Ask us to correct or update it
- Object to marketing
- Withdraw consent (where applicable)
- Lodge a complaint with the Information Regulator:
<https://www.inforegulator.org.za>

Opt-Out Procedure

Clients can:

- Unsubscribe via emails
- Email tw_n_admin@discovery.co.za
- Complete the preference form at onboarding or annually
- Manage Discovery marketing preferences at
www.discovery.co.za/corporate/privacy

All opt-out requests are processed within **5 business days**, and clients are logged in a secure CRM-based register