ACRUSURE CC | FSP 16968

Privacy Policy (POPIA)

intro

Acrusure CC processes personal information to provide insurance advice and intermediary services. Our Information Officer is Tilly Horn. Privacy enquiries can be sent to admin@acrusure.co.za for her attention, or raised on +27 64 552 2816. Our business address is 478 Kay Avenue, Menlo Park, Pretoria, 0081.

Information and purposes

Depending on the service, we may process identity and contact details, risk and asset information, insurance histories, policy and claims records, financial information and correspondence. Health or other special personal information is processed where relevant and lawfully permitted. Information may come from you, your authorised representative, insurers and other lawful sources.

We use information to respond to enquiries, assess insurance needs, obtain quotations, arrange and service policies, assist with claims, communicate with clients, handle complaints, prevent fraud and meet legal or regulatory requirements. Processing may rely on consent, contractual necessity, a legal obligation or another ground permitted by POPIA.

Sharing and technology

Where necessary and lawful, information may be shared with authorised personnel, insurers, underwriting managers, claims providers, assessors, technology providers, professional advisers and regulators. Insurers may also process information under their own privacy notices.

Acrusure uses AtWork, Microsoft 365/OneDrive and a ChatGPT Business workspace in its operations. Relevant AI-assisted work may involve identifiable client documents. OpenAI states that Business workspace data is excluded from model training by default. This is not a statement that information is never retained or that every connected service has identical terms.

External technology providers may process information outside South Africa. Cross-border processing must comply with applicable POPIA requirements and appropriate contractual safeguards. Read this notice together with our Responsible Use of AI statement.

Protection, retention and rights

We use organisational and technical safeguards to protect information, including restricted access and two-factor authentication for AtWork. Records are retained for applicable legal and justified operational periods, rather than indefinitely merely because storage is available. No online service can be guaranteed completely secure.

You may request access to your information, seek correction or deletion where permitted, object to qualifying processing, and withdraw consent where consent is the basis relied upon. We may need to verify identity or authority. Withdrawal does not invalidate earlier lawful processing or remove a separate lawful retention obligation.

You may also complain to the Information Regulator. Its general contact details are 010 023 5200 and enquiries@inforegulator.org.za. Optional marketing choices and information about actual website cookies or tracking must be addressed separately.

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