

POPIA

How Alivio Financial Services (Pty) Ltd protects your personal information

OUR COMMITMENT

We respect your privacy and process personal information lawfully, fairly and transparently. We use appropriate safeguards to keep your information secure, accurate and confidential.

HOW WE USE YOUR INFORMATION

- To provide, administer and service our products.
- To communicate with you and respond to enquiries.
- To assess applications, instructions and claims.
- To meet legal, regulatory and contractual obligations.
- To maintain accurate records and manage business risk.

HOW WE PROTECT YOUR INFORMATION

- We collect only information that is reasonably required.
- Access is limited to authorised persons and approved service providers.
- Appropriate physical, administrative and electronic safeguards are applied.
- Records are retained only for as long as reasonably or legally required.
- Records are securely destroyed when no longer required.
- Cross-border transfers take place only with consent and appropriate protection.

YOUR RIGHTS

You may ask what personal information we hold about you, request access to or correction of your information, object to certain processing, or lodge a complaint with the Information Regulator. Requests may be submitted to Alivio's Information Officer through the official contact details on our website.

SHARING AND SECURITY INCIDENTS

We share personal information only where authorised, required by law, or necessary for approved service providers to perform agreed services. Service providers must protect your information. If a security compromise affects your personal information, Alivio will act to contain and assess it and will notify the Information Regulator and affected persons as soon as reasonably possible where required.

PLEASE NOTE

You may object to our processing of your information in appropriate circumstances. We will stop processing it unless we are required or permitted by law to continue.

APPROVED BY



 Leroux Delpont
 Chief Executive Officer
 Alivio Financial Services (Pty) Ltd

21/09/2026

Date

This notice is a summary of the Alivio Protection of Personal Information Management Policy.

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 - Directors: Leroux Delpont | Neil Roets
- Alivio Financial Services (Pty) Ltd is an authorised Financial Services Provider FSP 50575