

Privacy Policy (POPIA)

1. Purpose

This Privacy Policy explains how Coachsurance Broker (Pty) Ltd ("Coachsurance") collects, uses, stores, and protects personal information in accordance with the Protection of Personal Information Act (POPIA).

2. Personal Information Collected

We may collect:

- Personal identification details
- Contact information
- Financial and insurance-related information
- Claims and underwriting information

3. Use of Personal Information

Personal information is used to:

- Provide insurance advice and intermediary services
- Facilitate underwriting and claims processes
- Meet legal and regulatory obligations

4. Information Sharing

Information may be shared with insurers, service providers, and regulators where necessary and lawful.

5. Data Security

We take reasonable technical and organisational measures to protect personal information against loss, misuse, or unauthorised access.

6. Client Rights

Clients have the right to access, correct, or request deletion of their personal information, subject to legal requirements.

Website Disclaimer

The information on this website is provided for general information purposes only and does not constitute financial advice. Insurance products are subject to underwriting by the relevant insurer and the terms and conditions of the applicable policy.

Coachsurance Broker (Pty) Ltd accepts no liability for any loss arising from reliance on information contained on this website.

PAIA Manual (Summary)

This is a summary of the Promotion of Access to Information Act (PAIA) Manual of Coachsurance Broker (Pty) Ltd.

Requests for access to information must be made in writing and will be processed in accordance with PAIA requirements.

Contact details for PAIA requests: Email: privacy@coachsurance.co.za

Conflict of Interest Policy (Summary)

Coachsurance Broker (Pty) Ltd is committed to managing and avoiding conflicts of interest.

- Any commissions or fees received are disclosed to clients
- Advice is based on client needs, not remuneration
- Staff are required to act in the best interests of clients at all times

A full Conflict of Interest Policy is available upon request.