

Insurance, third parties and **POPIA**



Why King Price needs **access to personal info** from a third party

We've all heard about the **Protection of Personal Information Act No. 4 of 2013 (POPIA)**.

We know you've all received that SMS, but are you aware that we (King Price) are obligated to use our clients' info responsibly and fulfil our duty regarding client claims?

In the insurance world, personal info is frequently collected, shared between third parties, and used for various purposes.

We may contact a third party (like you) for info when it comes to fulfilling our duty regarding a claim. It's important to know that as a third party, you won't be in breach of POPIA because we have explicit consent from our client to obtain the requested info from you.

Because our request is based on a lawful reason for enquiry as per POPIA, you must share the info we need.

When a client's cover starts, we get their **POPIA consent**

This allows us to process essential info for a policy or if it's necessary to pursue legitimate interests for our company or clients.

We might, for example, ask for info to (amongst others):

- ✓ Assess an insurance application.
- ✓ Protect our legitimate interest, as prescribed by POPIA.
- ✓ Investigate fraud, corruption, or theft, provided that the South African Police Service or another law enforcement agency conducts such an investigation.
- ✓ Consider a candidate for employment in a position that requires trust and honesty in handling cash or finances.
- ✓ Set a limit for any ongoing service.
- ✓ Verify qualifications and employment.
- ✓ Develop a credit scoring system by a credit provider or bureau.
- ✓ Assess the debtor book of a business for:
 - The sale of the business or debtor book of that business.
 - Any other transaction needed to determine the value of the business or the debtor's book of that business.
- ✓ Obtain consumer info to distribute unclaimed funds, including pension funds and insurance claims.
- ✓ Trace a consumer by a credit provider due to a credit agreement between the consumer and the credit provider.