



PROTECTION OF PERSONAL INFORMATION (POPIA) NOTICE

1. WHO WE ARE

Elev8 Risk Partners (“ELEV8”) is a specialised aviation-insurance and risk-advisory firm dedicated to protecting the people, assets and operations that make flight possible. We provide aviation insurance broking and risk advisory services to aircraft owners, fleet operators, airports, maintenance facilities, drone operators and aviation-related businesses.

We are committed to protecting your privacy and ensuring that your personal information is collected, processed and safeguarded in accordance with the Protection of Personal Information Act, 4 of 2013 (POPIA) and other applicable laws.

2. WHAT INFORMATION WE COLLECT

We collect and process personal information primarily to provide you with access to aviation insurance products and risk advisory services.

The type of information we collect depends on the nature of your engagement with us and may include:

- Full names and identity numbers
- Contact details (address, email, telephone)
- Company and business information
- Financial and banking details
- Aircraft ownership details
- Pilot and crew information
- Claims history
- Risk and underwriting information
- Regulatory and compliance documentation

Where applicable, we may also collect special personal information as permitted by law, including medical or accident-related information for claims purposes.

We collect personal information:

- Directly from you
- From insurers and underwriting managers
- From regulatory bodies
- From claims assessors or adjusters
- From third-party service providers
- From publicly available sources where permitted

Where possible, we will inform you what information is mandatory and what is optional.

3. HOW WE USE YOUR INFORMATION

We will use your personal information only for the purposes for which it was collected and agreed to with you.





This may include:

Providing Aviation Insurance and Risk Advisory Services

- Quoting and placing aviation insurance cover
- Underwriting submissions and risk assessments
- Policy administration and endorsements
- Processing claims
- Handling renewals and amendments

Regulatory and Compliance Purposes

- Verifying your identity
- Conducting credit and compliance checks
- Meeting FAIS and other regulatory obligations
- Anti-money laundering and fraud prevention

Claims and Legal Matters

- Assessing and processing claims
- Investigating accidents and incidents
- Supporting legal proceedings
- Managing liability exposures

Business Operations

- Maintaining records
- Conducting internal audits
- Improving our services
- Client satisfaction research

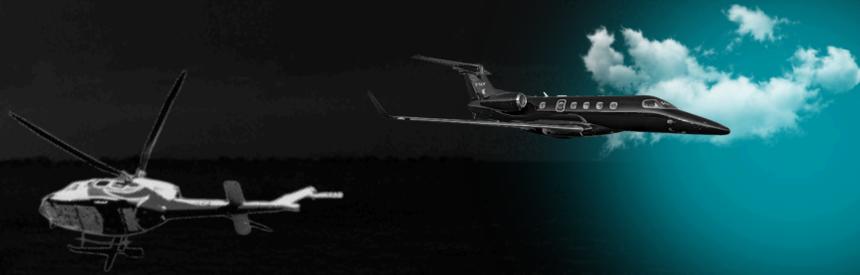
We will not process your personal information for purposes that are incompatible with the original purpose of collection unless required or permitted by law.

4. DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information to:

- Insurers and underwriting managers
- Reinsurers
- Loss adjusters and claims investigators
- Legal advisors





- Regulatory authorities
- Compliance service providers
- IT and data storage service providers

All third parties with whom we share information are required to maintain appropriate confidentiality and security safeguards.

We may also disclose your information:

- Where required by law
- Where we have a duty or right to disclose
- To protect our legitimate interests or rights
- To protect public safety

5. CROSS-BORDER TRANSFERS

Due to the international nature of aviation insurance, your personal information may be transferred to insurers, reinsurers or service providers located outside South Africa.

Where cross-border transfers occur, we will ensure:

- The recipient country has adequate data protection laws, or
- Appropriate contractual safeguards are in place to protect your personal information

6. SAFEGUARDING YOUR INFORMATION

POPIA requires us to safeguard personal information against loss, damage, unauthorised access or unlawful processing.

Elev8 Risk Partners:

- Implements secure IT systems and access controls
- Restricts access to authorised personnel only
- Uses encryption and secure communication platforms where appropriate
- Maintains confidentiality agreements with employees and service providers
- Conducts periodic reviews of our security measures

In the event of a data breach, we will notify affected parties and relevant authorities as required by law.

7. YOUR RIGHTS

Under POPIA, you have the right to:

- Access the personal information we hold about you
- Request correction or updating of inaccurate information
- Request deletion of information where legally permissible
- Object to certain types of processing





- Withdraw consent (where processing is based on consent)
- Lodge a complaint with the Information Regulator

We will take reasonable steps to verify your identity before providing access or making changes to your personal information.

8. RETENTION OF INFORMATION

We retain personal information:

- For as long as required to fulfil the purpose for which it was collected
- As required by financial services legislation
- For statutory record-keeping obligations
- For legitimate business and regulatory purposes

Once retention is no longer required, we securely destroy or de-identify personal information.

9. CONTACT DETAILS

If you would like to exercise your rights or have questions regarding this POPI Notice, please contact:

Information Officer

Elev8 Risk Partners

Attention: Complaints Officer

Email: complaints@elev8riskpartners.com

Postal Address: 12A Freemantle Road, Eastleigh, Edenvale, 1609

Telephone: +27 72 613 9515

Website: www.elev8riskpartners.com

10. CHANGES TO THIS NOTICE

Elev8 Risk Partners reserves the right to amend this POPI Notice from time to time in order to reflect regulatory changes or operational updates.

The latest version of this notice will always be available on our website or upon request.

Commitment to Responsible Information Management

At Elev8 Risk Partners, protecting your personal information is fundamental to maintaining trust in our aviation insurance and risk advisory services. We are committed to transparency, compliance and responsible data handling at all times.

