



TAXCOR TRUST SERVICES (PTY) LTD REG. NR.: 2020/053196/07
+27 (0)11 678 1454 | jp@taxcor.co.za | linel@taxcortrust.com | www.taxcor.co.za
66 VORSTER AVE, JOHANNESBURG SOUTH | 44 WILSON STREET, FAIRLANDS | 24 UECKERMANN STREET, HEIDELBERG

DIRECTORS
JP JANSE VAN RENSBURG
LINÉL MALAN

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TAXCOR TRUST SERVICES PRIVACY POLICY

(In accordance with The Protection of Personal Information Act. No. 4 of 2013)

This Privacy Policy explains how Taxcor Trust Services collects, processes and safeguards your personal information and with whom we may share it. We encourage our customers, visitors, business associates and other interested parties to read this Privacy Policy, which applies to all users. By using our services or submitting personal information to us, you acknowledge that you understand and agree that Taxcor Trust Services may collect, process, transfer, use and disclose your Personal Information and that your consent is voluntary, specific and informed.

What personal information do we collect about you?

Personal information (also commonly known as Personally Identifiable Information (PII) or Personal Data), is information that can be used to identify you, or any other individual to whom the information may relate.

The personal information that we collect directly from those registering for our services will include, but not be limited to the following:

- name and contact information;
- billing information, which may include credit card details and bank account details;
- order information, e.g., purchase information and -history and delivery instructions/details;
- information that you may post on public forums and interactive features on social media; and
- other information that may be exchanged while engaging in our services.

Collection of User-Generated Content

- We may invite you to post content on our services, including your comments and any other information that you would like to be available on our services, which may become public (“User Generated Content”). If you post User Generated Content, all of the information that you post will be available to authorized personnel of Taxcor Trust Services. .
- You expressly acknowledge and agree that we may access in real-time, record and store any User Generated Content on our servers to make use of them in connection with our services. If you submit a review, recommendation, endorsement or other User Generated Content through our services, or through other websites, including Facebook, Instagram, Google and other similar channels, we may share that review, recommendation, endorsement or content publicly on our media platforms



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What are the sources of Personal Information collected by Taxcor Trust Services?

When providing personal information to Taxcor Trust Services as described in this Policy, that personal information is collected directly from you. We do not collect personal information from any other sources, except where it may automatically be collected as described in the section titled “The use of Cookies” - if the information in that section is considered personal information.

Why does Taxcor Trust Services collect your personal information?

Subject to the terms of this Privacy Policy, the above information may be used for any of the following purposes:

- to distribute communication relevant to your use of our services and/or products;
- as may be necessary to support the operation of our services to you, such as for billing, account maintenance and record-keeping purposes;
- in other manners after subsequent notice is provided to you and/or your consent is obtained.

It remains your responsibility to ensure your Personal Information is complete, correct, not misleading and updated at all times.

How do we share your Personal Information with third parties?

Taxcor Trust Services will not share your personal information with other, third-party companies for their commercial or marketing use without your consent, except as part of a specific program or feature which you will specifically be able to **opt out of**.

In addition, we may release personal information:

- to the extent we have a belief that such action is necessary to comply with any applicable law;
- when disclosure is required to maintain the security and integrity of our services, or to protect any user’s security or the security of other persons, consistent with applicable laws;
- to respond to a court order, subpoena, search warrant, or other legal process, to the extent permitted and as restricted by law; or
- in the event that we go through a business transition, such as a merger, divestiture, acquisition, liquidation or sale of all or a portion of our assets.

Direct Marketing Communications

We may communicate with you occasionally using email for Direct Marketing Communications and Newsletters.

Please note that you may continue to receive non-marketing communications as may be required to maintain your relationship with Taxcor Trust Services.

Retention of Data

Taxcor Trust Services will retain your personal information only for as long as is necessary for the purposes set out in this Policy. We will retain and use personal information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes and enforce our legal agreements and policies and to the full term of our Service Agreement.



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The use of Cookies

We may use cookies, which is a small text file that is sent by a website to your computer or mobile device where it is stored by your web browser. A cookie contains limited information, usually a unique identifier and the name of the site. Your browser has options to accept, reject or provide you with notice when a cookie is sent. Our cookies can only be read by Taxcor Trust Services; they do not execute any code or virus and **they do not contain any personal information.**

Your Data Protection Rights

In certain circumstances, you have the following data protection rights:

- the right to access, update or delete the personal information we have of you;
- the right of rectification. You have the right to have your personal information rectified if that information is inaccurate or incomplete;
- the right to object. You have the right to object to our processing of your personal information;
- the right of restriction. You have the right to request that we restrict the processing of your personal information;
- the right to data portability. You have the right to be provided with a copy of the personal information we have of you in a structured, machine-readable and commonly used format; and
- the right to withdraw consent. You also have the right to withdraw your consent at any time where we relied on your consent to process your personal information.

In order to make a request regarding your personal information, please contact info@taxcortrust.com

Special Personal Information

Taxcor Trust Services does not knowingly collect or process Special Personal Information such as your religious or philosophical beliefs, race or ethnic origins, trade union memberships, political persuasion, health or sexual orientation or your criminal behaviour or biometric information.

Information Storage and Security

We employ industry-standard and/or generally accepted security measures designed to secure the integrity and confidentiality of all information submitted through our services. However, the security of information transmitted through the internet or via a mobile device can never be guaranteed. We are not responsible for any interception or interruption of any communications through the internet or for changes to or losses of data.

External Links

Our services may contain links to other websites maintained by third parties. Please be aware that we exercise no control over linked sites and Taxcor Trust Services is not responsible for the privacy practices or the content of such sites. Each linked site maintains its own independent privacy and data collection policies and procedures and you are encouraged to view the Privacy Policies of these other sites before providing any Personal Information.

You hereby acknowledge and agree that Taxcor Trust Services is not responsible for the privacy practices, data collection policies and procedures or the content of such third-party sites, and you hereby release Taxcor Trust Services from any and all claims arising out of, or related to, the privacy practices, data collection policies and procedures and/or the content of such third-party sites.



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Children's Privacy

Taxcor Trust Services may collect the personal information of children under the age of 18 for the purpose of the execution of a service contract to you and with the written consent of a competent person. The personal information of children will only be stored as part of the relevant data file in the case of Last Will and Testaments as applicable. The personal information of children will not be further processed and children will not be contacted directly or encouraged in any manner to reveal any additional information about themselves.

Changes to this Privacy Policy

Taxcor Trust Services reserves the right to modify this Privacy Policy from time-to-time to accurately reflect the regulatory environment and our data collection principles. When material changes are made to this Privacy Policy, Taxcor Trust Services will post the revised Policy on its website. This Privacy Policy was last modified on 01 July 2021.

Contact Us

If you have any questions or comments about this Privacy Policy or the products and services provided by Taxcor Trust Services, please contact us on 011 682 3514 or info@taxcortrust.com.