



## PRIVACY POLICY

These terms and conditions constitute a legally binding agreement between you and Europ Assistance Worldwide Services (South Africa) (Pty) Ltd. By accessing, browsing and/or using this website, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions as amended from time to time. If you do not agree to these terms and conditions you must exit this website without delay.

1. The companies in the Europ Assistance Group represented on this website (“Europ Assistance”) and its employees respect the privacy and confidentiality of each client and/or site visitor’s personal information.
2. Personal information that you submit to us via this website and/or e-mail (“personal information”) will only be used and processed for the purpose:
  - for which we request the information, as stated in the relevant e-mail or form;
  - to the extent necessary to enable Europ Assistance to meet its obligations to you; and
  - to comply with our legal obligations.
3. Europ Assistance will not disclose your personal information to unaffiliated third parties, unless:
  - permitted or required to do so by law;
  - it is in the public interest to do so;
  - it is necessary to protect the rights of a company in the Europ Assistance Group; or
  - you have expressly authorised Europ Assistance to do so.

**Europ Assistance Worldwide Services (South Africa) (Pty) Ltd. Reg. No. 1984/009468/07**

Valley View Office Park, 680 Joseph Lister Street, Constantia Kloof, Ext 31, South Africa

Private Bag X20, Weltevredenpark, 1715, South Africa

Tel: + 27 11 991 8000/9000 • [www.europassistance.co.za](http://www.europassistance.co.za)

Directors: Antoine Parisi (France)\*, Pascal Baumgarten (France)\*, Paulo Martires (Portugal)\*, Ntombi Langa-Royds\*, Monelisi Vuso\*,

Christelle Colman (CEO)

\* Non-Executive

**Europ Assistance South Africa is an authorised Financial Service Provider: FSP 5001**

4. Please note that Europ Assistance may have to share your personal identifiable information with other companies or entities (third parties) with which we have a business relationship in order to provide the service you have requested. These third parties do not have the right to use the personal information we share with them beyond what is necessary to deliver your requested service.
5. Europ Assistance may from time to time use your personal information for statistical purposes. However, you will be de-identified as required in terms of the Protection of Personal Information Act, 2013 (“PoPIA”) and such statistical data cannot be linked to any identifiable individual.
6. Europ Assistance has established controls to prevent unauthorised access to, modification or destruction of your personal information. These controls are aligned with commonly accepted industry standards as well as contractual and legal requirements.
7. The companies in the Europ Assistance Group may have different Privacy Policies as the nature of their services or products may differ. In this instance, the respective company's specific Policy will govern your use of its website.
8. All information on this website is intended as general information about our company, products and services and should not be regarded as advice.
9. While all reasonable efforts are made to ensure that the information published is true and correct at all times, Europ Assistance will not be held liable for any incorrect information published.
10. Europ Assistance reserves the right to amend this Privacy Policy at any time without notice. The latest version will at all times be available on this website.

**Europ Assistance Worldwide Services (South Africa) (Pty) Ltd. Reg. No. 1984/009468/07**

Valley View Office Park, 680 Joseph Lister Street, Constantia Kloof, Ext 31, South Africa

Private Bag X20, Weltevredenpark, 1715, South Africa

Tel: + 27 11 991 8000/9000 • [www.europassistance.co.za](http://www.europassistance.co.za)

Directors: Antoine Parisi (France)\*, Pascal Baumgarten (France)\*, Paulo Martires (Portugal)\*, Ntombi Langa-Royds\*, Monelisi Vuso\*,

Christelle Colman (CEO)

\* Non-Executive

**Europ Assistance South Africa is an authorised Financial Service Provider: FSP 5001**



11. Europ Assistance owns the copyright and intellectual rights to the content on this website. Please obtain permission before using any logos, graphics or product information. Should you reproduce any part of this website in any form without the written consent of Europ Assistance, we are entitled to take legal action and any legal fees and costs will be for your account.
12. The contact details of Europ Assistance displayed on this website may not be used for any electronic marketing or database purposes.
13. While all reasonable efforts are made to ensure that our website and downloads remain virus free, Europ Assistance cannot control or promise that you will not be at risk while using this website.

By using this website you acknowledge and agree to the terms and conditions in this Policy. Any queries related to our Privacy Policy can be directed to [compliance@europassistance.co.za](mailto:compliance@europassistance.co.za)

**Europ Assistance Worldwide Services (South Africa) (Pty) Ltd. Reg. No. 1984/009468/07**

Valley View Office Park, 680 Joseph Lister Street, Constantia Kloof, Ext 31, South Africa  
Private Bag X20, Weltevredenpark, 1715, South Africa

Tel: + 27 11 991 8000/9000 • [www.europassistance.co.za](http://www.europassistance.co.za)

Directors: Antoine Parisi (France)\*, Pascal Baumgarten (France)\*, Paulo Martires (Portugal)\*, Ntombi Langa-Royds\*, Monelisi Vuso\*,  
Christelle Colman (CEO)

\* Non-Executive

**Europ Assistance South Africa is an authorised Financial Service Provider: FSP 5001**