



Exchange Control
Advisory Hub

PRIVACY POLICY STATEMENT

6 January 2025



1. Introduction

Your privacy is important to us. We are committed to respecting and safeguarding your personal information (PI) as a constitutional right, legal obligation, and a cornerstone of good business practices. This Privacy Policy outlines the PI we collect, how we use it, who we share it with, your rights, and key contact details.

2. What is Personal Information

According to the Protection of Personal Information Act, 4 of 2013 (POPIA), PI includes:

- Details about an identifiable person (natural or juristic), such as race, gender, age, health, marital status, financial information, education, and more.
- Contact information like email addresses, phone numbers, and physical addresses.
- Biometric data and identifying numbers.
- Opinions, preferences, or correspondence relating to the individual.

3. Our Commitment to Your Privacy

We are dedicated to treating your PI with the utmost care and confidentiality. Your trust is central to everything we do. Our commitments include:

- Sharing accountability with you to manage your PI responsibly.
- Collecting and processing only the PI necessary to assist you or fulfil legal obligations.
- Using your PI solely for its intended purpose and obtaining your consent where required.
- Avoiding unnecessary sharing or processing of your PI, except when required by law or essential to delivering our services.
- Maintaining transparency about why and how your PI is collected.
- Safeguarding your PI with stringent security measures.
- Allowing you access to review, update, or correct your PI, and retaining it only as long as legally required.

To exercise your rights or for any PI-related inquiries, contact us at marina@xconhub.com.

4. How we use your Personal Information

Your PI will be collected, used, and stored as required by law for purposes such as:

- Providing products or services you request and maintaining our relationship.



- Responding to queries and verifying your identity for security.
- Processing transactions, insurance, claims, and operational needs.
- Complying with legal obligations or court rulings.
- Ensuring record-keeping, audits, and other administrative requirements.

5. Storage and Security of Personal Information

We may store and process your PI in countries outside South Africa. Regardless of where your PI is stored, we adhere to stringent security standards, including encryption, firewalls, and server authentication, to protect it from unauthorised access.

By using our services, you consent to the transfer, storage, and processing of your PI as outlined. We retain your PI only as long as necessary for its purpose or as required by law.

6. Contacting the Information Regulator

If you have additional concerns, you may contact the Information Regulator:

Website: <https://inforegulator.org.za/>
Telephone number: 010 023 5200
Email address: enquiries@inforegulator.org.za

We encourage you to reach out to us first with any questions or concerns about your privacy.

7. Policy Updates

We may update this Privacy Policy periodically. The latest version will always be available here, and changes will be effective from the revision date. Please review this statement regularly to stay informed about how we protect your information.