



INSURECITY

YOUR PROPERTY INSURANCE BROKER

June 2020

General Code of Conduct – Client Confidentiality

Client Confidentiality:

“Client Confidentiality is the principle that an institution or individual should not reveal information about their clients to a third party without the written consent of the client or a clear legal reason. This concept is commonly provided for in law in most countries”.

Procedure

Insure City Insurance Brokers (Pty) Ltd may not disclose any confidential information acquired or obtained from a client or, a product supplier regarding such client or supplier, unless written consent of the client or product supplier, as the case may be, has been obtained beforehand or disclosure of the information is required in the public interest or under any law. Insure City Insurance Brokers (Pty) Ltd has procedures and internal controls in place to ensure that it does not disclose any confidential information acquired from clients without obtaining written consent from the client beforehand.

Adequate training on the Representatives obligations imposed by the Code of Conduct in terms of client confidentiality is provided to all Representatives on at least an annual basis.

Insure City Insurance Brokers (Pty) Ltd has procedures and internal controls in place that ensure that client information is securely filed and that information is not available to any unauthorized person. The Compliance Officer must determine whether procedures have been implemented to ensure that confidential information is not improperly disclosed.

Insure City Insurance Brokers (Pty) Ltd has inserted a confidentiality clause in all outgoing correspondence by e-mail and letter. It is recorded that all representatives confirm their understanding and compliance with absolute confidentiality of client information, which shall not be disclosed to any person outside the initial mandate, and which authorization shall be in writing from the client and counter-authorization by the key individual.

