



OneSpark (Pty) Ltd Privacy Policy

1. Introduction

OneSpark (Pty) Ltd (OneSpark) respects your right to privacy, security and online safety and will collect, use and retain your information in accordance with this policy. We take our responsibility to protect your personal information very seriously. This notice explains how we collect, use, share and protect your personal information, as required by the Protection of Personal Information Act (POPIA).

Defined terms and the general terms of use will have the same meaning in this policy.

“Personal Information” has the meaning ascribed to it in the Protection of Personal Information Act 4 of 2013 and “policy” means this privacy policy.

OneSpark do not intentionally collect information on children. Unless otherwise agreed, or unless you have the consent of your guardian or parent, you may not provide personal information to us if you are under the age of 18.

2. Why OneSpark require your personal information

OneSpark have to process some of your personal information in order to provide you with our products and services, which is also required by Financial Services, Tax and other Legislative bodies.

This information is used by us to support your interaction with our company, and to contact you to respond to your query, complaint or request for information. Your personal information is gathered through channels we use to distribute, communicate and deliver our Products. We only use service providers we trust, and who have agreed to keep your data secure and confidential and to help us:

We use your personal information in order to do the following:

- identify you and communicate with you
- process your requests or instructions and process payments
- manage your policy
- follow the laws of South Africa - when we process premium payments, we have to process certain data to comply with legislative requirements.
- detect and prevent fraud

- offer other products and services to you
- securely host your data

We process this personal data with your consent.

These details will be used only by our staff and/or agents, and will not be passed on to any third parties or other marketers unless you give us explicit permission to do so.

Due to the nature of our business, we sometimes use other parties such as service

providers and administrators who in turn process your personal information.

If you have opted for OneSpark to communicate with you, your preferred communication channel may be used to notify you of changes or additions to our service offering, and to send you relevant news and information from time to time. You can opt out of these communications at any time by modifying your communication methods by contacting us at info@onespark.co.za. Information collected, including, but not limited to, industry, product type and location, may be aggregated for business development and research purposes. The information used in this way will not be personally identifiable or linked to individual users in any way.

3. Cookies

From time to time we may place cookies on your hard drive; a cookie is a small piece of information stored by your browser, typically used to identify returning visitors, and to collect aggregate information on the number of visitors to a site and the number of pages viewed.

You can choose to prevent the site from storing cookies on your hard drive by disabling cookies in your browser options.

Cookie information is used only by OneSpark and our agents, and is not provided to any other organisation.

4. Other data

From time to time we may collect information such as click data and page-view statistics, the name of the Internet service provider and the IP address through which you access our site, the date and time you access the site, the pages that you access while at the site, and the Internet address of the website from which you navigated to our site.

This information is not personally identifiable and is used in aggregate for website and system administration, traffic and trend analysis and business decision-making.

5. Sharing personal information

OneSpark may share personal information with third parties for legitimate business requirements only.

These would typically include sharing for the following purposes and may include sharing with third party service providers, agents, contractors, employees, law enforcement agencies or business affiliates:

- Marketing;

- Considering your application (including but not limited to performing checks);
- Enforcement of the law of the agreement between OneSpark and the user;
- Protecting our rights;
- Change in ownership;
- Complaints investigation.

6. Access to information

Upon request, we will provide you with a description of the information that we maintain about you as required by law. Please contact us by email at info@onespark.co.za.

7. Agreement

By using this website, you indicate your acceptance of our Privacy Policy. Your continued use of the website following the posting of changes to these terms will be taken to mean that you accept those changes.

If you feel that we are not living up to our stated Privacy Policy, or if you have any questions about this Privacy Policy, please contact: info@onespark.co.za or call 0861 777 271.