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### 6. Compliance department

AIIM Compliance Officer: Tracey le Roux Email: compliance@aiimafrica.com

Tel: 021 509 075

#### 7. Information manual

AIIM Information Officer: Dean Horton

Email: info@aiimafrica.com

Tel: 021 670 1234

### 8. Complaints

We will reply to any complaints that we receive. For more detailed information, please contact us for a copy of the AIIM Complaints Policy. Those that are submitted in terms of the Financial Advisory and Intermediary Services Act, 37 of 2002 should be in writing and can be addressed to us at any of the above addresses. If you are dissatisfied with the response, we would encourage you to engage us directly but you may elect to contact the Ombud for Financial Services at:

PO Box 74571 Lynwood Ridge 0040

Tel: +27 12 470 9080

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  - material which is defamatory, unlawful or contains hate speech; or
  - bulk e-mail, whether solicited or unsolicited.
- You must not interfere with or jeopardise the functionality or the operation of any part of this web site or attempt to interfere with or jeopardise, disrupt, disable, harm or otherwise impede in any manner the functionality or operation of any part of this website.
- You are strictly prohibited from using this website for "spoofing", "hacking", "flaming", "cracking" or "spamming".
- You may not intercept any information transmitted to or from AIIM or this website.
- You must respect other users of this website at all times.

#### 16. Links to and from this website

AIIM, its affiliates, subsidiaries, employees, servants and/or agents do not endorse and are not responsible or liable for the contents, maintenance of, or activities conducted on, any website to which this website provides a link.

Despite the fact that this website may refer to or provide links to other websites, your use of such other websites is entirely at your own risk and we are not responsible for any loss, expense, claim or

damage, whether direct, indirect, special or consequential, arising from your use of such other websites or your reliance on any information contained in such other websites.

You are not permitted to link or "deep link" to this website or to "frame" any part of this website, without the prior written permission of AIIM.

### 17. Privacy Policy

AllM and its operating subsidiaries are subject to financial services legislation such as the Financial Advisory and Intermediary Services Act 37 of 2002. This legislation imposes obligations on AllM to request and retain information from clients and client representatives to enable AllM to perform its obligations lawfully, fairly and competently.

AIIM is committed to protecting client information and undertakes to use the information only for the purposes for which it was requested and to never deliberately share such information with any entity outside of the AIIM Group. AIIM has implemented controls and information technology security designed to protect personal information from unauthorised use.

### We do

- Treat all personal information submitted via this website ('information') as confidential
- Treat your information in accordance with applicable law and best practice, for example by not keeping it longer than is necessary
- Only collect information such as your name, contact details, employer and place of residence, and only with your consent
- Use information only for the purpose of sending you press releases, answering queries or providing you with information you have requested
- Take appropriate technical and other security measures to safeguard your information

#### We do not

- Sell or disclose information to third parties outside the AIIM Group, unless you have expressly consented to this or we become legally obliged to do so
- Automatically collect personal information

### You are entitled to

- Browse this site without disclosing any personal information
- Instruct us to remove any of your information which we may have included on a mailing list for marketing purposes with your consent
- Request details of your information held by us and to demand its correction or deletion where appropriate

#### We are entitled to

Amend this privacy policy from time to time by notice on this website



Queries and comments in relation to our privacy policy or your personal information can be directed to us by:

- writing to info@aiimafrica.com
- telephoning +27 21 670 1234 or
- by contacting the compliance officer.

#### 18. Cookies

Cookies are small files placed on your computer by websites and emails. They allow useful pieces of information to be provided to website owners which enable you to use websites more efficiently and to save time (for example, by not having to input your details each time you visit the site). The cookies which we use at www.aimafrica.com do not collect or store any personally identifiable information about users of the website. You can refuse the use of cookies but by using our websites you will be deemed to have agreed to their use.

### 19. Changes to the terms of use

AIIM reserves the right, at its discretion, to update and/or amend the terms of use from time to time and without any notice. Any such change will only apply to your use of this website after the change is accessible and may be viewed on this website. If you use this website after such updated or amended terms of use have been made accessible or can be viewed on this website, you will be deemed to have accepted such updates or amendments.

### 20. Interpretation

- The headings of clauses shall not be used in the interpretation of the terms of use.
- Unless inconsistent with the context, words or phrases which are defined shall bear the meaning assigned to them.
- Unless inconsistent with the context, words referring to:
  - one gender include a reference to the other genders;
  - the singular include the plural and vice versa; and
  - natural persons include artificial persons and vice versa.