

Privacy policy

Privacy Policy

- Your privacy and security are very important to AIB. We collect certain information from you, which include your personal information and payment information, and it's used by AIB Portal in order to provide insurance quotations, insurance cover and other online services. The use of your personal data is subject to our Privacy Policy. This policy is in addition to any other terms and conditions applicable to the website.
- This policy governs the way your personal information, obtained through the website, will be collected, protected and used.
- All information submitted via the African Independent Brokers (Pty) Ltd website will be treated as confidential. This means that if you submit any information via this website the information will only be used by African Independent Brokers (Pty) Ltd and will not be passed on to any third party unless we are permitted or required to do so by law or unless you specifically authorize us to do so.
- Information submitted via this website may not be 100% secure, unless submitted via a secure connection.
- Due to the nature of the internet, it is not possible to guarantee that information is secure. At African Independent Brokers (Pty) Ltd however, reasonable steps are taken to protect your information from loss, misuse or unauthorized alteration.
- African Independent Brokers (Pty) Ltd would like to assure you that we strive to maintain a safe and comfortable browsing experience with minimum risks to you.
- You should review this policy periodically so that you are updated on any changes.

Personal information

- Information about visitors to our site is collected only when voluntarily submitted. For example, when you supply information in the quotation process to obtain car insurance quotations based on your personal profile and specific vehicles, and when providing payment information to enable us to activate your insurance cover.
- We collect, store and use this information to generate an estimated insurance quotation. For example, we collect information such as your first name, surname, addresses, contact numbers, email addresses, ID numbers and vehicle details. We use payment information to allow us to collect your premium by way of debit order once you accept a quote.
- Your personal information is collected over a secure, encrypted network.
- Unless we tell you differently when we collect this information, we only use your personal information for the purpose of concluding an insurance agreement, or purposes related to that purpose.
- We will not share your personal information with any other third parties. The only exception is companies within our own group of companies. We must share your information when you give us permission to or instruct us to, or when required to do so by law.

Security

- We strive to ensure the security, integrity and privacy of personal information submitted to our website, and we review and regularly update our security measures in line with available technologies. Unfortunately, no data transmission over the Internet can be guaranteed to be totally secure.
- We do take all reasonable and available steps to protect any of your personal information we hold, both on the website and within our internal information systems. In addition, our employees and the contractors who provide services related to our information systems are obliged, by way of non-disclosure agreements, to respect the confidentiality of any personal information held by us.

Consent

- By submitting your personal information for purposes of a quote to be generated, you specifically consent to the collection, collation, processing or disclosure of any of your personal information submitted in such a way for the purpose of generating a quote and possibly entering into an insurance contract with you.
- You furthermore agree that all the personal information provided by you is necessary for the purpose of providing a quote.
- You hereby give permission to AIB to disclose your personal information to companies within our own group of companies for research, market analyses and marketing purposes.

Access to Information

- You have the right to request access to your personal information we hold. We undertake to present you with this data upon request.
- You have the right to request that we correct any errors in information held about you.
- Please download this document to view the access to information manual for African Independent Brokers (Pty)