Discovery Group

GROUP PRIVACY POLICY

(Version 1 of April 2021)

Contents

Policy details	
Policy owner	Group Compliance
Policy level	Group Policy
Level of approval	Board Approval
Frequency of review	Every second year or if any material legislative or operational changes occur

1. Policy Administration

1.1 REVISION HISTORY

Revision date	Document version	Summary of changes	Author
01 January 2021	V1	New Policy	Group Compliance

1.2 POLICY APPROVALS

This policy has been approved as follows:

Title	Document version	Signature	Date of approval
Group Executive Committee	V1	Minutes of the meeting	
Risk and Compliance Committee	V1	Minutes of the meeting	

1.3 POLICY REFERENCES

This policy should be read in conjunction with the following documents:

Reference number	Document name	Document owner
1.	Data Governance and Data Management Policy	Group Information Governance and Security
2.	Information Security Policy	Group Information Governance and Security
3.	Cyber Security Incident Response Policy	Group Information Governance and Security
4.	Discovery Group Data Privacy Incident Handling Procedure: Executive Incident Management Team	Group Information Governance and Security
5.	Data Sharing Charter	Group Information Governance and Security
6.	Group Complaints Policy	Group Compliance
7.	Discovery Access to Information Manual	Group Compliance

2. Introduction

The Discovery Group is the custodian of data and information entrusted by its clients, both existing and potential, to it and its subsidiaries. Discovery is committed to ensuring that this data and information are protected in compliance with legislative requirements.

2.1 PURPOSE

The purpose of this policy is to set out the generally accepted principles and approach that apply to the collection, processing, retention, destruction and sharing of personal data and information by Discovery Limited and its subsidiaries in respect of its clients, potential clients, employees, sub-contractors and other related parties.

The policy is based on global principles which supplement various privacy legislation (Protection of Personal Information Act 4 of 2013 (South Africa), General Data Protection Regulation (EU), 2016/679, UK Data Protection Act, 2018, Data Protection (Bailiwick of Guernsey) Law, 2017) and international instruments, but mainly the Core Privacy Principles - The OECD Guidelines (Organisation of Economic Cooperation and Development).

2.2 SCOPE AND APPLICATION

2.2.1 This policy applies to Discovery (also known as "Discovery Limited"/"Discovery Group") and its South African and international subsidiaries. This includes:

- All executive and non-executive directors
- Senior managers
- Full-time, part-time or temporary employees
- Independent contractors or consultants
- Legal entities controlled by, benefitting from or acting on the instruction of any of the persons listed above.

2.2.2 Each entity within Discovery must have processes and procedures in place to align its operations with the spirit and purpose of this Policy. An entity within Discovery may elect to place reliance on the processes and procedures of another subsidiary or to outsource processing of data to another subsidiary or third party. Such reliance must be documented in a written arrangement and any outsourcing must comply with Discovery Outsourcing Policy and include any standard contractual clauses as may be required by Group Legal. Despite placing reliance on another subsidiary or outsourcing, accountability for compliance with this Policy remains that of the relevant entity within Discovery.

2.2.3 An entity within Discovery may elect to have its own policy considering its nature, scale and complexity, and the legislation under which it operates.

Such a policy must be consistent with this Policy and the Board of Discovery Limited must approve any deviation from this policy unless the deviation is necessary to facilitate compliance with legislative and regulatory requirements. In such cases, the approval is automatically granted if the board of directors of a subsidiary has communicated the need for such a deviation to the Discovery board of directors.

2.2.4 The policy applies to all personal information which Discovery (Discovery Limited and its subsidiaries) have access to and processes as a responsible party or controller (where that entity determines the means and purposes of processing the personal information) or as an operator or processor (where an entity processes personal information under the instruction of a responsible party / controller) relating to an identified or identifiable data subject or person.

2.2.5 A data subject or person means either a client, potential client, employee, potential employee, third party or any person. A data subject may be an individual or for an entity domiciled in South Africa, a juristic person.

2.2.6 Personal information may be in digital or hardcopy format and may include:

a) Names, inclusive of first name, middle name and surname
b) Addresses or postal addresses
c) Telephone numbers

d) Email addresses
e) Account information
f) Identity or registration numbers
g) Special personal information (i.e. information about religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life, biometric information or about the criminal behaviour of a person)
h) Personal telematic information such as data subject's location and drive information

2.2.5 For the purposes of this policy, processing includes any activity concerning personal information, such as: collection, receipt, recording, modification, consultation, storage, distributing, deleting or destroying.

3. Policy principles

The personal information processed by Discovery is underpinned by the following 7 principles, which form the foundation of Discovery's approach to privacy:

3.1 COLLECTION LIMITATION AND DATA QUALITY

There should be limits to the collection of personal information and any personal information collected should be obtained by lawful and fair means, where appropriate, with the knowledge or consent of the data subject.

Personal information should be relevant for the purposes for which it is used, and, where necessary for those purposes, should be accurate, complete and kept up-to-date.

3.2 PURPOSE SPECIFICATION

The purpose for which personal information is collected should be specified.

3.3 USE LIMITATION

Personal information should not be disclosed, made available or otherwise used for purposes other than those for which it was collected, without the consent of the data subject or as required by law.

3.4 SECURITY SAFEGUARDS

Personal information should be protected by reasonable security safeguards against risks such as unauthorised access, destruction, use, modification or disclosure of data.

3.5 TRANSPARENCY AND OPENNESS

There should be a general policy of openness about developments, practices and policies with respect to personal information. A data subject should readily be able to establish the existence and type of personal information, the main purposes of the use of the personal information and the identity of the person responsible for its processing.

3.6 DATA SUBJECT RIGHTS

Individuals should, at a minimum and where required by applicable data protection legislation, have the right-

(a) to obtain confirmation of whether or not Discovery has personal information relating to them;
(b) to receive copies of personal information relating to them;
(c) to have their personal information deleted or corrected.

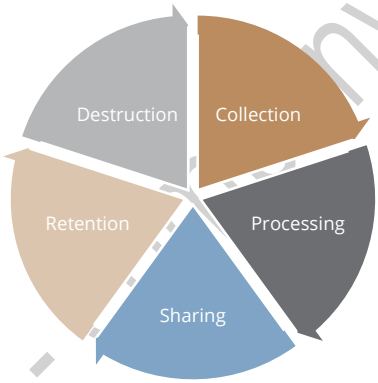
3.7 ACCOUNTABILITY

Discovery is accountable for complying with measures to give effect to the above principles and to applicable data protection legislation.

4. Our approach

Our approach is linked to the data life cycle as illustrated below. The policy principles are mapped to the phases of the data lifecycle below:

4.1 DATA LIFECYCLE



4.2 COLLECTION

The amount of personal information collected should be limited only to the personal information required for the purpose for which it is collected. Most importantly, when acting as a Controller or Responsible Party personal information should be collected from the person themselves and in a lawful manner.

When acting as a Controller or Responsible Party, where the personal information is collected from another source, the person should be informed of this.

When collecting personal information, and when acting as a Controller or Responsible Party, Discovery must ensure that the person is made aware of:

- The details and contact information of the entity which is processing their personal information;
- The type of personal information collected;
- The purpose of the processing;
- Third parties with whom Discovery shares personal information or who have access to the personal information held by Discovery;

- Their rights; and
- The location where their personal information will be processed, including international transfers and processing.

This disclosure must be clearly contained in a privacy statement which is easily accessible on Discovery's website or the relevant subsidiary's website.

Discovery should only collect personal information from the person if it has a lawful basis for processing the personal information, for example:

- The express, voluntary, informed and specific consent of the person or a competent person where a child is the person;
- A contract between Discovery and the person which requires personal information to be processed;
- A legal obligation; or
- The processing protects a legitimate interest of the person or Discovery.

Discovery, when acting as a Controller or Responsible Party, must ensure that personal information is complete, accurate and not misleading. The information should be appropriate for the purpose for which it was collected.

4.3 PROCESSING

Use Limitation
Personal information must only be processed for the purpose that was stated at the time of collection of the personal information.

If Discovery uses the personal information for any other purpose, then the further processing must be aligned with the original purpose, or the consent of the person must be obtained before any further processing takes place.

Special personal information
Special personal information needs to be treated with specific care, particularly in how it is processed, stored and shared.

Special personal information may only be processed with either the consent of the person or the consent of a competent person in the case where the person is a child, to carry out a legal obligation imposed on Discovery or for statistical or research purposes which are in the public interest.

Children's personal information
Processing of children's personal information without a competent person's consent is prohibited.

Similar to special personal information, additional care needs to be taken when collecting, processing and sharing children's personal information.

When personal information relating to a child is processed, it can only be done with the consent of a competent person who is legally entitled to take action or make decisions for the child.

Discovery must obtain the prior authorisation of the relevant information office or regulatory authority, where, where so required by legislation, before collecting and processing the personal information of a child. Prior authorisation need only be obtained once, unless the type or purpose of processing differs on each occasion.

Employee personal information

Employees' personal information is to be handled in the same manner as any other person's personal information. It must be processed for the purposes of fulfilling legal obligations and in order to give effect to the employment relationship.

An employee handbook or any other formal document governing the employee relationship must contain details relating to the processing of employee personal information.

Automated processing of personal information

Automated decision making is where a decision is made in the absence of human intervention, and may result in a profile being created about the person, which is legally binding. This may include a profile of the person's:

- Performance;
- Economic situation;
- Reliability;
- Location;
- Health;
- Personal preferences; or
- Conduct.

A decision based on automated processing may only take place in terms of a contract or as governed by a law or code of conduct. Discovery must allow the data subject the opportunity to express an informed view on and to contest such a decision.

4.4 SHARING

Processing by third parties

Personal information held by Discovery may be processed by third parties such as partners, service providers or other vendors. These relationships must be governed by a written contract which provides for adequate protection of the personal information processed by the third party.

Where a third party has access to or processes the personal information of Discovery clients or employees on Discovery's behalf, Discovery must determine the associated risks before entering into any agreement or sharing any personal information, by conducting a due diligence on the third party.

The person must be informed of the fact that their information is shared, together with the details of the type of third party, for example, a service provider.

Discovery may not disclose personal information to third parties, for purposes other than for processing on behalf of Discovery, unless:

- The consent of the person or competent person where the person is a child, has been obtained; or
- Discovery is under a legal obligation to disclose the information.

Discovery inter-company sharing of personal information

The various South African entities within Discovery have entered into a Data Sharing Charter ("Charter"). The Charter allows for the sharing of personal information for purposes of enhancing the quality of services and financial products provided to Discovery clients.

The parties to the Charter shall ensure that this policy is adhered to so as to ensure the lawful processing and sharing of personal information.

Cross-border transfer of personal information

Personal information may not be transferred outside of the country in which the information is collected and the responsible Discovery entity is located, unless the recipient is subject to the same or similar legal or contractual requirements relating to the protection of personal information. The transfer of personal information is subject to the relevant legal requirements applicable to the entity concerned.

4.5 RETENTION

Personal information should only be retained for as long as it is required for the original purpose for which it was collected. The legislated retention periods, and in the absence of legislated period, a reasonable retention period at Discovery should be contained in a relevant policy. Exceptions may be made in consultation with the policy owner where:

- An extended retention period is authorised by law;
- Discovery requires the personal information for lawful purposes relating to its functions or activities;
- The personal information is required by a contract between the Controller or Responsible Party and the person; or
- The person, or competent person if the person is a child, has consented to the retention of the personal information.

Personal information collected by the Controller or Responsible Party must be kept up-to-date, accurate and complete for the duration of its retention period.

4.6 DESTRUCTION

Discovery must securely destroy or de-identify personal information that has reached the end of its retention period, and there is no longer a lawful basis to retain the information in accordance with the Data Governance and Data Management Policy.

5. Security safeguards

5.1 INFORMATION SECURITY

Technical and organisational measures must be implemented in accordance with the Group Information Security Policy to ensure the integrity and confidentiality of personal information held by Group. These serve to prevent:

- Loss of, damage to or unauthorised destruction of personal information; and
- Unlawful access to or processing of personal information.

5.2 PRIVACY INCIDENT MANAGEMENT

When acting as a responsible party / controller, Discovery is required to report to data subjects and the relevant regulatory authority/ies as soon as reasonably possible or within legislated timeframes, where relevant,when there is an actual unauthorised access, destruction, loss, disclosure or acquisition of personal information.

The Group Data Privacy Incident Handling Procedure: Executive Incident Management Team read together with Cybersecurity Incident Response Policy provide guidance on the handling and response to privacy incidents.

6. Transparency and openness

Discovery must be transparent with relevant persons and regulatory authorities about its practices and policies as it relates to the personal information in its possession.

The information shared with the relevant persons and regulatory authorities must be done in accordance with regulatory requirements.

7. Rights of data subjects

The below rights shall apply insofar as they arise in terms of the applicable data protection law, to which the person making the request is subject.

7.1 RIGHT OF ACCESS

Every person has the right to obtain confirmation that their personal information is held and/or processed by Discovery and to request copies of such personal information.

7.2 RIGHT TO OBJECT

All persons have the right to object to Discovery processing their personal information when it is processed on the basis of the person's legitimate interests, for Discovery's legitimate interests or for direct marketing purposes.

Discovery can only refuse if it has compelling and lawful reason to continue processing the personal information.

7.3 RIGHT OF CORRECTION, DESTRUCTION OR DELETION

A person has the right to request that their personal information be corrected or deleted if the information is inaccurate, irrelevant, excessive, incomplete, out of date or obtained unlawfully.

A person has the right to request their information be deleted or destroyed if Discovery has retained their information beyond the permissible retention period.

Discovery must notify all persons with whom it shared the incorrect information of the changes made to the information.

7.4 RIGHT TO COMPLAIN

A person has the right to submit a complaint to a regulatory authority should they be of the view that Discovery has interfered with the protection of their personal information.

Discovery must ensure that all complaints received are dealt with in accordance with the Group Complaints Policy and Discovery Group Data Privacy Incident Handling Procedure: Executive Incident Management Team prior to referring the complainant to the relevant regulatory authority.

8. Accountability

Accountability for the lawful processing of personal information by Discovery and its subsidiaries lies with the Chief Executive Officer of each entity.

Discovery must have adequate clauses in agreements with operators to ensure that those persons have proportionate technical and organisational measures in place to protect the personal information processed on behalf of Discovery.

The Group Information Officer must ensure that all employees and directors receive training on data privacy legislation and this policy in order to help them understand their responsibilities when processing personal information.

9. Roles and responsibilities

9.1 DISCOVERY BOARD

The Discovery Board ("Board") is the primary custodian of all organisational data and information, as outlined in the Discovery Limited Board Charter. The Board must ensure that Discovery adheres to, and has oversight of, the management of information, to ensure that this results in:

- The ethical and responsible processing of information;
- Sustainability and enhancement of Discovery's intellectual capital through the leveraging of information;
- The protection of privacy of personal information; and
- Compliance with relevant laws.

Discovery Limited has delegated the responsibility of determining the adequacy of systems of controls in managing Discovery's risk and compliance to the Risk and Compliance Committee ("RCC"), as outlined in the RCC Terms of Reference.

9.2 RISK AND COMPLIANCE COMMITTEE

The RCC ensures that an appropriate framework and process has been implemented across Discovery to monitor compliance with applicable legislative and regulatory requirements.

The RCC has a responsibility to:

- Review reports published on the status of compliance and risk within Discovery;
- Review any privacy-related matters that could have a significant impact on Discovery's business;

- Consider reports, letters and other communication received from regulatory authorities concerning matters of compliance and management's response thereto; and
- Request and consider any other information it deems necessary to verify controls implemented to ensure compliance and risk management controls.

9.3 COMMITTEE OVERSIGHT

Each subsidiary must mandate a suitable committee to exercise oversight on matters relating to data privacy. This committee will have the responsibility to:

- Review reports published on the status of compliance and risk within Discovery;
- Review any privacy-related matters that could have a significant impact on Discovery's business;
- Consider reports, letters and other communication received from regulatory authorities concerning matters of compliance and management's response thereto; and
- Request and consider any other information it deems necessary to verify controls implemented to ensure compliance and risk management controls.
- Raise matters relating to data privacy with the Group Risk and Compliance Committee

9.4 INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS

Each entity within Discovery must appoint, in writing, information officer and/or deputy information officer/s or equivalent as defined by global and/or local legislative requirements, such as a data protection officer.

The Group Information Officer ("GIO") as appointed by all entities and subsidiaries of Discovery is responsible for:

- The encouragement and monitoring of compliance with applicable data privacy law;
- Dealing with requests under applicable data privacy law;
- Acting as the contact point for and co-operating with the applicable regulator;
- Ensuring the privacy risk assessments are carried out relating to the implementation of data privacy legislation;
- Providing input into privacy impact assessments carried out by the entities;
- Co-ordination of the deputy information officers;
- Delegation of certain duties to deputy information officers in accordance with the applicable data privacy legislation; and
- Reporting to the appropriate Group committee

The GIO will be supported by the following officers:

- A Group Deputy Information Officer as appointed by all entities and subsidiaries of Discovery; and
- A Deputy Information Officer appointed in each entity.

10. Compliance with this Policy

Discovery views any non-compliance to this policy and its obligations in terms of legislation in a serious light.

Compliance with this policy will be monitored. Any breach of, or non-compliance with this policy must be communicated to the policy owner as soon as reasonably practical. The policy owner, with input from key stakeholders, will consider the appropriate action(s) required. If agreement on the appropriate action(s) cannot be reached, the matter will be

escalated to the Chair of the Risk and Compliance Committee (or equivalent in other jurisdictions). The Chair of the Risk and Compliance Committee (or equivalent) will decide whether the breach or non-compliance is sufficiently material to be escalated further, and if so, to which Board/committee/person.