



THEWEALTHROOM™

journey to greatness

SECTION 11 - RELATIONSHIP WITH CLIENTS - CONFIDENTIALITY

SECTION 11 - RELATIONSHIP WITH CLIENTS - CONFIDENTIALITY	1
1. Introduction	2
2. Scope of relationship with clients - Confidentiality	2
3. An overview of the relationship with clients - Confidentiality	2
4. Measures to ensure confidentiality	3
5. Additional information	4

1. Introduction

This section deals with the obligation of the FSP, Key Individuals, representatives and staff to ensure that the information it obtains from a client or product supplier of a confidential nature may not be disclosed.

2. Scope of relationship with clients - Confidentiality

The scope of this section is to set out the requirements in relation to:

- Confidentiality in employment contracts
- Protection of personal information and confidentiality policy



THEWEALTHROOM™

journey to greatness

3. An overview of the relationship with clients - Confidentiality



4. Measures to ensure confidentiality

4.1 Addressing confidentiality arrangements in the Human Resources Manual

One of the duties of the FSP, Key individuals, representatives and other staff members is to ensure that the information obtained from a client or a product supplier of a confidential nature may not be disclosed.

The Wealth Room has adopted and implemented a Human Resources Manual which contains The Wealth Room's Policy surrounding Confidentiality.

T 021 8533316
F 021 8533421
E info@thewealthroom.co.za

www.thewealthroom.co.za

Langenegger Street, Gants Plaza, Strand, 7140
PO Box 5051, Heldervue, 7135

An Authorised Financial Services Provider | FATS 8866

VAT NO. 4460196308 | REG NO. 2017/184220/07



THEWEALTHROOM™

journey to greatness

In terms of the Confidentiality policy employees of The Wealth Room undertakes to use their best endeavors to ensure that Confidential Information, Proprietary Information and Intellectual Property are:

- maintained confidential;
- are not disclosed to or used by any Unauthorized Person;
- maintained so as to prevent any disclosure or unauthorized use with at least the standard of care that the staff member maintains to protect its own Confidential Information or Proprietary Information; and
- not reproduced in any form except as required for the purpose of doing business on behalf of The Wealth Room.

Employees are required to ensure that:

- access to Confidential Information, Proprietary Information or Intellectual Property is only given to those of its partners, officers, employees, consultants and advisers who require access for the purpose of considering, evaluating and/or implementing a proposed business deal or for related functions at The Wealth Room and should not be utilized for any other purpose unless and until otherwise agreed in writing by The Wealth Room; and
- those partners, officers, employees, consultants and advisers are informed of the confidential nature of the Confidential Information, Proprietary Information and undertake to keep that information confidential.

The following is the arrangement that this organization has included in relation to the confidentiality in the employment contracts (**Under Section 13 - Confidentiality.**)

- The employee undertakes, without prejudice to any lawful entitlement to disclose information, not to disclose, for the duration of the employee's employment with the employer and afterwards, any information regarding trade secrets, or information that is confidential to the employer such as, but not limited to, the employee's remuneration, information regarding tenders made by the company, methods of work, contracts allocated to the company or the financial affairs of the company.
- The employee also undertakes to devote his/her full commitment to the business of the employer, and not to engage, whether for reward or otherwise, in any other trade, business or activities which is not in the interest or to the advantage of the employer.

T 021 8533316

F 021 8533421

E info@thewealthroom.co.za

www.thewealthroom.co.za

Langenegger Street, Gants Plaza, Strand, 7140

PO Box 5051, Helderue, 7135

An Authorised Financial Services Provider | FAIS 8866

VAT NO. 4460196308 | REG NO. 2017/184220/07



THEWEALTHROOM™

journey to greatness

4.2 Protection of information and confidentiality policy

Information obtained from a client or product supplier of a confidential nature may not be disclosed.

Confidential information may only be disclosed in the following circumstances:

- If written consent was obtained from the client or product supplier;
- The disclosure of the information is required in the public interest; or
- In terms of any other law.

Information of a product supplier does not include the information that the FSP or representative is required to provide to a client in terms of the General Code of Conduct, for instance, the name address and contact details of the product supplier.

The Protection of Personal Information Act 4 of 2013 (POPIA) places further responsibility on the FSP as a responsible party that processes information to do so within the scope of POPIA. The FSP is thus required to adopt and implement internal controls to ensure that confidential information is not disclosed without the consent of a client.

The Wealth Room has taken the following measures for the protection of information and confidentiality:

4.2.1 Protection of information and confidentiality policy

The Wealth Room has approved a [Protection of personal information policy](#) which describes how The Wealth Room handle a client's information when you utilizing the services of The Wealth Room.

4.2.2 Undertaking of confidentiality

Further to the above in terms of The Wealth Room Service Mandate, the Wealth Room undertakes to keep all information confidential unless requires to disclose such information in order to effectively render the services required by the client.

4.2.3 Obtain consent

The client is also required to sign a Brokers Note or an appointment of a new financial planner in terms of which the client consent to verify and share policy information with insurers and other institutions as well as access to credit information of the client held by other institutions.

T 021 8533316
F 021 8533421
E info@thewealthroom.co.za

www.thewealthroom.co.za

Langenegger Street, Gants Plaza, Strand, 7140
PO Box 5051, Helderue, 7135

An Authorised Financial Services Provider | FAIS 8866

VAT NO. 4460196308 | REG NO. 2017/184220/07



THEWEALTHROOM™

journey to greatness

5. Additional information

Please refer to chapter 12 of the FAIS Risk Management and compliance programme for additional information regarding Confidentiality.

T 021 8533316
F 021 8533421
E info@thewealthroom.co.za

www.thewealthroom.co.za

Langenegger Street, Gants Plaza, Strand, 7140
PO Box 5051, Heldervue, 7135

An Authorised Financial Services Provider | FAIS 8866
VAT NO. 4460196308 | REG NO. 2017/184220/07