

Wealthbit End-User Privacy Policy

Measures taken to ensure the privacy
of your account information and data

WEALTHBIT (PTY) LTD, 2018/039836/07

Introduction

Wealthbit (Pty) Ltd (We, Us, Wealthbit) understands and recognizes the importance of protecting the privacy and rights of individuals in relation to their personal information. Set out in this document is our privacy policy and informs you of how the Wealthbit website and mobile app collects and manages personal information.

Overview

This policy describes the types of information we may collect from you or that you may provide us with when you visit or use our website or applications. Included are our practices for collecting, using, storing, maintaining, protecting and disclosing information and the basis for doing so.

We reserve the right to make changes to this policy at any time by giving you notice on this page and/or within our application, and/or by sending a notice to you via your contact information.

By agreeing to this Notice, you agree to Wealthbit collecting, processing and using your personal data in accordance with this Privacy Policy and applicable laws, including South Africa's Protection of Personal Information Act or "POPIA", European Union law, and specifically the General Data Protection Regulation or "GDPR".

Use of Personal Information

Wealthbit uses information that is gathered in the methods described in this Privacy Policy for the following uses:

Collection and Use of Personal Information

We collect information about you, including information that may directly or indirectly identify you, through your use of Wealthbit.

We process data:

- To provide access to our platforms and the services of financial planning
- Where you provide consent (for example, joining an email list, or requesting a demo)

We collect data when:

- You provide the information when filling out forms, or otherwise providing information on any of our websites or applications
- You correspond with us to receive customer support via email or chat
- You visit or interact with our website or applications

This includes information such as:

- Your email address which is used to identify your user account
- Your mobile number which is used for the security of your account by way of two-factor authentication
- Your IP address and geographical location when you interact with our website and apps
- Records and copies of your correspondence, if you contact us
- Your responses to surveys that we may ask you to complete for research purposes
- Information that you provide by filling in forms on our website or in our applications. This includes information collected when requesting a demo, information provided for setting up a demo account, subscribing to our services
- For end user clients only, your South African ID number or South African passport number

Cookies

Wealthbit collects data as visitors and users of the Wealthbit Website and Applications browser or interact with said website or applications.

Signed-in users

We may use cookies, pixel tags, and tracking scripts on our website, in our applications or in our email messages to assist in collecting data for the purposes of analyzing the information to provide a better experience of our sites and applications, detect and address problems, and measure the effectiveness of advertisements.

To help aggregate, store and analyze the information we gather, we use some third-party analytics services and tools. This information includes IP address, geographical location, browser type, screen size, browser language, operating system, data and time of your request, actions that were performed (links or buttons that were clicked), page views, and the duration of your visit(s).

Visitors

When visiting the Wealthbit website or application, we might place a cookie on your browser so that the system can recognize you in the future. Third parties may also place cookies in your browser for the purposes of targeted advertising.

We also collect information freely given when filling out a form on our website, in order to find out more about our products and services or requesting a demo.

Opt-out of cookies

If you wish to opt out of cookies, there are a number of ways to do so by limiting that your browser accepts them or limiting the way that they are used.

One way is to install an “Ad Blocker” which will limit advertising and tracking. Although we do not endorse any ad blocker in particular, we do want you to know that it is a viable option.

Another way of limiting cookies is by controlling the settings in your browser. Note that disabling cookies entirely is likely to worsen or break the experience when using our services.

Here are some instructions for the most popular browsers:

- [Google Chrome](#)
- [Microsoft Edge](#)
- [Mozilla Firefox](#)
- [Safari](#)

Storing and Maintaining of Information

Data consolidation

We partner with financial institutions to aggregate financial information to provide up-to-date investment information and financial projections.

Analytics

Third-party analytics platforms are used to monitor usage of our websites and applications. We keep track of user behaviour in order to improve the services and experience in using them.

Customer Support

We use third-party applications to provide customer support. These services allow us to receive, process and respond to requests. Customer support and feedback is core to our services.

Performance and Logging

We use third-party services to monitor the health and stability of our website and applications and to resolve any issues or errors that may arise.

Infrastructure

We use third parties that provide storage and server access as infrastructure for our website and applications.

Disclosure of information

We may disclose your personal information:

- To our employees in order to provide required services
- To related corporate bodies
- To contractors or service providers for the purposes of operation of our website, applications or our business, and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which it is disclosed
- To entities required to give you financial advice
- For any other purpose disclosed by us when you provided the information
- With your consent
- To comply with court order, law or legal process, including but not limited to respond to any government or regulatory requests

Artificial intelligence services partner:

- We have established an agreement with our AI services partner that is compliant with POPIA.
- The AI services partner has enterprise grade privacy management and does not use your data, including personal information, for model training. In addition to the aforementioned, we will share data with our AI services partner only when you engage with the AI features of a Wealthbit application.
- The AI services partner complies with industry-standard technical and organisational security measures and has successfully undergone a SOC 2 audit to ensure the protection of data shared.

Data Retention

We retain account information and data for a period after your account expires, unless you delete your account as outlined in this Privacy Policy.

We will delete your account and data:

- For a demo account, a minimum of 180 days after the demo account has expired
- For subscriptions, a minimum of three years after the expiration of the subscription

After deletion, we retain your email address in order to confirm the deletion of your data.

Children

The Wealthbit Platform is not directed to persons under the age of 18 years. However, in some countries, stricter age limits may apply under local law.

Wealthbit shall not process data regarding children unless authorised by such children's guardian or otherwise as required by law.

Your Rights

Data deletion

You may request that the information related to your account be deleted. We will delete all personal information with the exception of email correspondence and data related to support requests. The process to delete your data may take up to 30 days.

Access

The right to be informed of and request access to your personal data we collect and process. Wealthbit will, at a minimum, comply with its obligations and prescribed processes under the POPIA and the Promotion of Access to Information Act (PAIA) of South Africa.

Updating your account information

You may correct, amend or update your information within the Wealthbit app. Alternatively you can request that we update any information that needs to be updated where the facility to do so in the application does not yet exist.

Withdrawal of consent

You may withdraw consent for processing data in the situations outlined in this Privacy Policy. For data processing to cease completely it will be required to delete your account and data.

Data Portability

You may request a copy of your data in a digital format in order to transmit your data to another party.

Contact Information

If you need to get in touch with us regarding any of the above, or have any questions about our policies and procedures, you can get in touch at help@wealthbit.co.

Metadata

First Published	February 2021
Last Updated	January 2025
Version	1.2

Changelog

Version 1.1: December 2023

- Formatted the document, removed Internet Explorer as a supported browser

Version 1.2: January 2025

- Added AI service partner clause under data sharing