

Privacy Policy

1. Introduction

Fivestones Consultants (Pty) Ltd (“Fivestones”, “we”, “us” or “our”) is committed to protecting your privacy and ensuring that your personal information is handled responsibly and in accordance with the Protection of Personal Information Act, 2013 (POPIA).

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website or engage with our services.

2. Information We Collect

We may collect and process the following personal information:

- Name and surname
- Contact details (email address, phone number)
- Physical and postal address
- Information required to provide financial advice or services
- Website usage data (via cookies and analytics tools)

Personal information is collected only when voluntarily provided by you or when required to provide a service.

3. How We Use Your Information

Your information may be used to:

- Respond to enquiries or requests
- Provide financial advice and services
- Communicate with you regarding our services
- Comply with legal and regulatory obligations
- Improve our website and service offerings

We will only use your information for lawful and legitimate business purposes.

4. Protection of Personal Information

Fivestones takes reasonable technical and organisational measures to protect personal information against:

- Loss
- Unauthorised access
- Misuse
- Disclosure
- Alteration or destruction

Access to personal information is restricted to authorised persons only.

5. Disclosure of Information

We do not sell, trade, or rent your personal information to third parties.

Your information may only be shared:

- Where required by law
- With authorised service providers assisting in service delivery
- With your consent

All third parties are required to maintain appropriate confidentiality and security measures.

6. Cookies and Website Usage

Our website may use cookies to enhance user experience and collect anonymous usage data. You may disable cookies in your browser settings if you prefer, although this may affect website functionality.

7. Your Rights

You have the right to:

- Request access to your personal information
- Request correction or deletion of your information
- Withdraw consent where applicable
- Lodge a complaint regarding the use of your information

Requests can be submitted to:

 info@fivestones.co.za

8. Contact Details

Fivestones Consultants (Pty) Ltd

Registration Number: 2025/666605/07

Email: info@fivestones.co.za

Website: www.fivestones.co.za

9. Changes to This Policy

This Privacy Policy may be updated from time to time to reflect legal or operational changes. The most recent version will always be available on our website.