

Privacy Policy – Challenor Finance

Last updated: February 2026

1. Introduction

Challenor Finance (cc) (“Challenor Finance”, “we”, “us”, or “our”) is committed to protecting the privacy and personal information of our customers and applicants. This Privacy Policy explains how we collect, use, store, share, and protect personal information in accordance with the **Protection of Personal Information Act, 2013 (POPIA)**, the **National Credit Act (NCA)**, and other applicable South African laws.

By using our services or submitting a loan application, you acknowledge that you have read and understood this Privacy Policy.

2. Who We Are

Challenor Finance is a registered credit provider and loans agency offering personal loans to consumers in South Africa. We process personal information primarily for credit assessment, lending, compliance, and customer service purposes.

3. Personal Information We Collect

We may collect and process the following categories of personal information:

- Identifying information (full name, South African ID number, date of birth)
- Contact details (mobile number, email address, residential address)
- Employment and income information
- Banking and payment details
- Credit-related information (credit history, credit scores, credit bureau reports)
- Transactional information relating to loans and repayments
- Device, system, and usage data when you use our digital platforms
- Any other information required by law or reasonably necessary to provide our services

4. How We Collect Personal Information

We collect personal information:

- Directly from you when you apply for a loan or communicate with us
- From credit bureaus and credit reporting agencies
- From employers, banks, payment service providers, or authorised third parties

- Automatically through our systems when you use our website, applications, or messaging channels

5. Purpose of Processing

We process personal information for the following purposes:

- Verifying your identity
- Assessing creditworthiness and affordability
- Performing credit checks with registered credit bureaus
- Complying with the National Credit Act, FICA, and other legal obligations
- Entering into and administering credit agreements
- Communicating with you about your application, account, or repayments
- Detecting and preventing fraud, money laundering, and financial crime
- Improving our products, services, and customer experience
- Maintaining internal records, audits, and reporting

6. Credit Checks and Consent

By submitting an application and accepting this Privacy Policy, you:

- Consent to Challenor Finance conducting credit checks with registered credit bureaus
- Authorise us to obtain, process, and share your credit-related information for lawful credit assessment and ongoing account management
- Acknowledge that credit bureau records may be updated based on your repayment behaviour

7. Sharing of Personal Information

We may share your personal information with:

- Registered credit bureaus
- Regulatory bodies (including the National Credit Regulator and the Financial Intelligence Centre)
- Banks and payment service providers
- Employers or verification service providers (where applicable)
- Third-party service providers acting on our instructions (such as IT systems, CRM providers, messaging platforms, and data processors)

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

8. International Data Transfers

Where personal information is processed or stored outside South Africa, we ensure that such transfers comply with POPIA and that adequate data protection safeguards are in place.

9. Data Security

We take reasonable technical and organisational measures to protect personal information against:

- Loss or unauthorised access
- Unlawful processing
- Damage or destruction

Access to personal information is restricted to authorised personnel only.

10. Data Retention

We retain personal information only for as long as necessary:

- To fulfil the purposes for which it was collected
- To comply with legal, regulatory, and contractual obligations
- For record-keeping and audit purposes

Thereafter, information is securely deleted or anonymised.

11. Your Rights

In terms of POPIA, you have the right to:

- Request access to your personal information
- Request correction or deletion of inaccurate or outdated information
- Object to the processing of your personal information (where applicable)
- Withdraw consent, subject to legal and contractual limitations
- Lodge a complaint with the Information Regulator of South Africa

Requests can be made using the contact details below.

12. Cookies and Digital Platforms

Our website and digital platforms may use cookies or similar technologies to improve functionality and user experience. You may disable cookies in your browser settings, although this may affect system functionality.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website or application platform.

14. Contact Details

If you have any questions, requests, or complaints regarding this Privacy Policy or the processing of your personal information, please contact:

Information Officer

Challenor Finance (cc)

Email: vhecht@challenorfinance.co.za

By proceeding with your application, you confirm that you have read and understood this Privacy Policy and consent to the processing of your personal information as described above.