

PRIVACY POLICY

IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT, NO. 4 OF 2013 (POPI)

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1. Introduction

Please read this Policy (the 'Policy') to understand how we use your Personal Information. When you submit your Personal Information to us, it means you have given your permission – where necessary and appropriate – for the disclosures referred to in this Policy. By giving us your Personal Information, you acknowledge that you have reviewed the terms of this Policy and agree that we may collect, use and transfer your Personal Information accordingly.

If you do not agree to these terms, you may choose to not give us any Personal Information. This Policy explains how we process your Personal Information, as is required by the Protection of Personal Information Act, No. 4 of 2013 (POPI Act). Prop Com Management (Pty) Ltd is committed to protecting your privacy and to ensuring that we collect and use your Personal Information properly, lawfully and openly.

This Policy is governed by and construed in terms of the laws of the Republic of South Africa.

2. Who We Are

Prop Com Management (Pty) Ltd ('PropCom') is a South African-based company offering property management services.

3. The Information We Collect

3.1 Collection of Personal Information

We collect and process your Personal Information mainly to give you access to our services, to help us improve our offerings to you, and for certain other purposes explained below. The type of information we collect will depend on why we need to collect and use it. We will only collect information that we need for the purposes stated in this document.

We collect information directly from you when you give us your personal details, for example, when you request services from us or when you submit enquiries to us or contact us. Where possible, we will tell you which information you have to provide and which information is optional.

Examples of information we collect from you are:

- Name
- Physical address

- Email address
- Telephone/Cell number

We also collect information about you from other sources as explained below.

With your consent, we may also supplement the information you give us with information we receive from third parties.

3.2 Collection of Non-Personal Information

We may automatically collect non-Personal Information about you, such as the type of internet browsers you use or the website from which you linked to our website. We may also aggregate (gather) details which you have submitted to the site (for example, the services you are interested in). You cannot be identified from this information and it is only used to help us give effective service on our website. We may from time to time give third parties this non-personal or aggregated data for uses in connection with our website.

3.3 Cookies Policy

We use the term 'cookies' to refer to cookies and other similar technologies covered by the POPI Act on privacy in electronic communications.

3.3.1 What is a Cookie?

Cookies are small data files that your browser places on your computer or device. Cookies help your browser to navigate a website. They do not collect any information stored on your computer or your files. When a server uses a web browser to read cookies, they can help a website deliver a more user-friendly service. To protect your privacy, your browser only gives a website access to the cookies it has already sent to you.

3.3.2 Why do we use Cookies?

We use cookies to learn more about the way you use the content on our website and to help us to improve your experience when visiting our website. Cookies remember the type of browser you use and which additional browser software you have installed. They also remember your preferences, such as language and region, which remain as your default settings when you visit the website again. Cookies also allow you to rate

pages and fill in comment forms. Some of the cookies we use are session cookies and only last until you close your browser. Others are persistent cookies which are stored on your computer for longer.

3.3.3 How do I reject and delete Cookies?

We will not use cookies to collect personally identifiable information about you. However, if you wish to, you can choose to reject or block cookies by changing your browser settings. (See the 'Help' function within your browser for more details.) Please note that most browsers automatically accept cookies, which means that if you do not wish cookies to be used, you may need to actively delete or block the cookies.

You can also visit www.allaboutcookies.org for details on how to delete or reject cookies and for more information on cookies generally. For information on cookies in mobile phone browsers and for details on how to reject or delete them, see your device manual.

Please note that if you reject the use of cookies you will still be able to visit our website, but some of the functions may not work correctly.

3.4 How We Use Your Information and Access

We will use your Personal and Non-Personal Information only for the purposes which you agreed to, for example:

- To confirm and verify your identity
- To carry out our obligations arising from any contracts between you and us
- To tell you about changes to our service
- For audit and record-keeping purposes
- In connection with legal proceedings
- To comply with any legal and regulatory requirements or industry codes which we subscribe to or which apply to us, or when we are otherwise allowed to by law
- To personalise your website experience and to evaluate (anonymously and in the aggregate) statistics on website activity, such as what time you visited, whether you have visited before, and what site referred you
- To help speed up your future activities and experience on the website (For example, a website can recognise that you have provided your Personal Information and will not request the same information a second time)

- To collect information about the device you are using to view the website, such as your IP address or the type of internet browser or operating system you are using, and to link this to your Personal Information to make sure that the website presents the best web experience for you
- To respond to your queries or comments

Where we collect Personal Information for a specific purpose, we will not keep it for longer than is necessary for that purpose, unless we have to keep it for legitimate business or legal reasons.

We occasionally hire other companies to provide limited services on our behalf. We will only give those companies the information they need to deliver the service, and they are prohibited from using that information for any other purpose.

4. Disclosure of Personal Information

We may disclose your Personal Information to our service providers who are involved in delivering services to you. We have agreements in place to ensure that they comply with these privacy terms.

We may share your Personal Information with and obtain information about you from third parties for the purposes listed above or other third parties from whom you have chosen to receive marketing information.

PropCom will disclose your Personal Information, without notice, only if required to do so by law or in the good faith belief that such action is necessary in the following cases:

- To conform to the edicts of the law or to comply with a legal process served on PropCom
- To protect and defend the rights or property of PropCom
- To act with urgency to protect the personal safety of the public

5. Personal Information Security

We are legally obliged to provide adequate protection for the Personal Information we hold, and to implement measures to prevent unauthorised access and use of Personal Information. We will continually review our security controls and related processes to make sure that your Personal Information is secure.

Our security policies and procedures cover:

- Physical security
- Computer and network security
- Secure communications
- Security in contracting out activities or functions
- Retention and disposal of information
- Acceptable usage of Personal Information
- Governance and regulatory issues
- Monitoring access and usage of private information
- Investigating and reacting to security incidents

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that the Personal Information for which we remain responsible is kept secure.

PropCom has implemented strong measures to protect the security of your Personal Information from loss, misuse, unauthorised access, disclosure, alteration or destruction.

Your Personal Information is never shared outside the company without your permission, except under the conditions set out in this document. Inside the company, data is stored in password-protected servers with limited access.

In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any Personal Information held by us.

Your Personal Information will be stored and processed in South Africa only.

6. Access to Your Personal Information

You have the right to ask for a copy of the Personal Information we hold about you. To do this, send an e-mail to admin@propcom.co.za. We will take all reasonable steps to confirm your identity before giving details of your Personal Information.

We will give you the means to ensure that your Personal information is correct and current. You may ask to have your Personal Information validated by sending an email to admin@propcom.co.za. We will then update this information should any of it be wrong. You can then –

- review and edit Personal Information you have already given us; and
- tell us whether you want us to send you marketing information, or whether you want third parties to send you their offers.

7. Correction of Your Personal Information

You have the right to ask us to update, correct or delete your Personal Information. We will take all reasonable steps to confirm your identity before making changes to the Personal Information we may hold about you. You must take the necessary steps to keep your Personal Information accurate and up to date by notifying us of any changes we need to be aware of.

8. Definition of Personal Information

According to the POPI Act, 'Personal Information' means information relating to an identifiable, living, natural person and, where applicable, an identifiable, existing juristic person.

9. Changes to This Notice

We may amend this Policy from time to time. Please check our website often to learn about any changes.

10. How To Contact Us

If you have any queries about this Policy or believe we have not complied with it, or if you need more information about our privacy practices, or if you wish to give or withdraw consent, exercise preferences or access or correct your Personal Information, please contact us by email at admin@propcom.co.za.

11. Additional Laws

We endeavour to take all reasonable steps to keep secure any information which we hold about you, and to keep this information accurate and up to date. If at any time you find out that information held about you is incorrect, you may contact us to have the information corrected, or to obtain access to your own information without having to use the request for access to information procedure in terms of the Promotion of Access to Information Act, 2002 ('PAIA'). Any other information required must be obtained in terms of the procedure set out in our PAIA Manual.

You are permitted to complain to the Information Regulator in the event of any interference with the protection of your Personal Information. The contact details of the Information Regulator are:

Complaints: PAIAComplaints@inforegulator.org.za

General enquiries: enquiries@inforegulator.org.za