

Mark Efstratiou inc.

Landlord & Tenant Specialist

REG No: 1998/016729/21

POPI Act Information Privacy Policy

Business Scope:

Mark Efstratiou Inc., Reg. No. 1998/016729/21, Unit 12, Avocet Corner, Hazeldean Office Park, Silverlakes Road, Tijger Vallei, Pretoria, is a landlord and tenant management specialist.

Customer and Supplier Notice:

This Notice explains how we obtain, use and disclose “your personal information” (“your personal information”) “your personal information”, in accordance with the requirements of the Protection of “your personal information” Act (“POPIA”).

At Mark Efstratiou Inc. (and including our website, www.markefstratiouinc.co.za, POPIA Act Compliance) we are committed to protecting you and/or your organisation privacy and to ensure that “your personal information” is collected and used solely for the purpose the information has been received, lawfully and transparently.

The information we collect

We collect and process “your personal information” mainly for the purposes of conducting business. To facilitate an understanding of both you and/or your organisation, mutual business requirements and delivering services, either way, accordingly.

We collect information directly from you and/or your organisation where you provide us with you and/or your organisation personal details. Where possible, we will inform you and/or your organisation what information you and/or your organisation are required to provide to us and what information is optional.

Website usage information may be collected using “cookies” which allows us to collect standard information available on the internet.

How we use “your personal information”

We will use “your personal information” only for the purposes for which it was collected and agreed with you and/or your organisation, lawfully and transparently. In addition, where necessary you and/or your organisation “your personal information” may be retained for legal or research purposes.

POPI Act Information Privacy Policy

For example:

- To gather contact information;
- To confirm and verify you and/or your organisation identity or to verify that you and/or your organisation are an authorised user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market, supplier history or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- In connection with legal proceedings.

Disclosure of information

We may disclose “your personal information”, lawfully and transparently, to our formally approved service providers who are involved in the handling of products or services to us, or to you and/or your organisation. We have agreements in place to ensure that they comply with the privacy requirements as required by the POPI Act.

We may also disclose “your personal information”:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights, lawfully and transparently.

Information Security

We are legally obliged to provide adequate protection for “your personal information” we hold and to stop unauthorised access and use of “your personal information”. We will, on an on-going basis, continue to review our security controls and related processes to ensure that “your personal information” remains secure.

Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security and risk management in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;

POPI Act Information Privacy Policy

- Monitoring access and usage of personal 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 “your personal information”, that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass “your personal information” to agrees to treat “your personal information” with the same level of protection as we are obliged to.

You and/or your organisation rights: Access to information

You have the right to request a copy of the “your personal information” we hold about you and/or your organisation. To do this, simply contact us at the contact details as provided on our website and specify what information you require. We will need a copy of your identity document and/or company registration documents to confirm your identity before providing details of “your personal information”.

Please note that any such access request may be subject to a payment of a legally allowable fee in accordance with the Promotion of Access to information Act (PAIA).

Correction of “your personal information”

You and/or your organisation have the right to ask us to update, correct or delete “your personal information”. We will require a copy of your identity document and/or company registration documents to confirm you and/or your organisation identity before making changes to “your personal information” we may hold about you and/or your organisation. We would appreciate it if you and/or your organisation would keep “your personal information” accurate.

Definition of “your personal information”

According to the POPI Act “your personal information” is information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, Mark Efstratiou Inc. also includes the following items as “your personal information”:

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Landlord & Tenant Specialist

REG No: 1998/016729/21

POPI Act Information Privacy Policy

- Identity number, email address, physical address, telephone number, information relating to health, criminal behaviour, views of the person, views about the person and many more.

Agreement and how to contact us

If you and/or your organisation have any queries about this policy, need further information about our information privacy practices, wish to deny consent, exercise preferences or access or correct "your personal information", please contact us at the contact details listed on our website or send an email to mark@m-eattorneys.co.za.

PLEASE NOTE;

SHOULD YOU NOT AGREE TO THE TERMS AND CONDITIONS AS SET OUT IN THIS MARK EFSTRATIOU INC. INFORMATION PRIVACY POLICY YOU MUST NOTIFY US IMMEDIATELY FAILING WHICH IT WILL BE DEEMED THAT YOU ACCEPT AND AGREE TO THE TERMS AND CONDITIONS SET IN THIS DOCUMENT,