

PRIVACY POLICY

Any person whether natural or juristic who furnishes us with personal information (as defined in section 2 of the Protection of Personal Information Act No 4 of 2013 ["POPIA"]), whether related to a contractual arrangement with us of any sort, or for the purposes of any sort of enquiry or negotiation pertaining to our products or services, or in relation to any enquiry by us into your products or services or for any other purposes, does so acknowledging that we will process their personal information, and agrees to the terms and conditions of this privacy policy.

This privacy policy is intended to notify you of how your personal information is being collected, used, disclosed to third parties, and destroyed in compliance with the provisions of POPIA.

If you prefer for us not to process your personal information as set out herein, you may elect not to furnish us with your personal information or, if we are already in possession of your personal information, you may request that we forthwith do not process such information. However, your election not to authorise us to process your personal information may affect the prospect of rendering a service to you or fulfilling our existing obligations to you. As a consequence, we cannot be held liable for any non-performance of any obligation to you which is a result of your election not to provide us with your personal information or not to authorise us to process your personal information.

1. INFORMATION WE COLLECT AND RECEIVE

1.1. Personal information processed:

- 1.1.1 Full names and/or name of your business;
- 1.1.2 Identification number and/or Registration number of juristic entity;
- 1.1.3 Contact number and email address;
- 1.1.4 Physical address;
- 1.1.5 Financial and banking details;
- 1.1.6 Confidential correspondence; and
- 1.1.7 Any other pertinent information pertaining to a person or business which may be required by virtue of any contractual relationship currently in existence or that is contemplated in the future.

By furnishing us with your personal information and/or acquiescing to this policy or if you have already furnished us with your personal information, you acknowledge that the personal information we process and the purposes for which we process the information is adequate, relevant and not excessive in the circumstances.

1.2. How personal information is obtained:

- 1.1.1 Information provided by you directly, which includes *inter alia*, the following instances:
 - 1.1.1.1 when you sign-up to utilise our services;
 - 1.1.1.2 when services are rendered by you;
 - 1.1.1.3 by completing forms on our websites, or those provided to you;
 - 1.1.1.4 when you enter a competition, promotion or complete a survey;
 - 1.1.1.5 by posting comments or content on our social media pages; or
 - 1.1.1.6 when during correspondence you provide information directly to us.
- 1.1.2 Information collected when you utilise our website or social media platforms which utilises *inter alia*, cookies, web beacons and other technologies which may provide us with the following information:
 - 1.1.2.1 Log and location information;
 - 1.1.2.2 Information we infer about you based on your interaction with products and services;
 - 1.1.2.3 Device information (for example the type of device you're using, how you access platforms, your browser or operating system and your Internet Protocol ("IP") address).

2. PURPOSE FOR WHICH PERSONAL INFORMATION IS PROCESSED

- 2.1 We use the information we collect and receive for the following general purposes:
 - 2.1.1 To fulfil any obligations we may have to you in terms of any contractual arrangements;
 - 2.1.2 To conduct market research or customer surveys;
 - 2.1.3 To provide you with information, products or services you request from us;
 - 2.1.4 in order to refer you to an appropriate third-party service provider;
 - 2.1.5 to communicate with you;
 - 2.1.6 to provide you with support; and
 - 2.1.7 to provide effective advertising (for example to provide you with news, special offers and general information about other goods, services and events which we offer, that are similar to those that you have already hired or enquired about).

3. HOW WE SHARE THE INFORMATION WE COLLECT AND RECEIVE

- 3.1 We don't sell your personal information to third parties for marketing purposes.
 - 3.2 We may however share your information in the following instances:
 - 3.2.1 we may disclose your personal information to our employees and third party service providers (other than those who we refer you to), in relation to the rendering of services;
 - 3.2.2 we may share non-personally identifiable information with select business partners;
 - 3.2.3 with other parties in response to legal process or when necessary to conduct or protect our legal rights;
 - 3.2.4 with companies that provide services to us or act on our behalf.
- By agreeing to this privacy policy, you accept that we may disclose your personal information as set out above.

4. YOUR RIGHTS

- 4.1 You have the right to ask us not to contact you for marketing purposes. You can exercise this right at any time by using any of the various "opt-out" options that we will always provide when communicating with you. We won't send you marketing messages if you tell us not to, however we will still need to send you service-related messages.
- 4.2 By furnishing us with your personal information and/or acquiescing to this policy you acknowledge that the website utilises "cookies". "Cookies" are text files which collect information and data by monitoring your usage of the website. By using "Cookies", we are able to enhance our website by developing it in such a way that it facilitates your preferences. If you prefer you may disable "cookies" however this will result in access to certain online functions being limited.

5. RETENTION OF PERSONAL INFORMATION

We will retain your personal information only for as long as is necessary for the purposes set out in this privacy policy or to comply with our legal obligations, resolve disputes, or to enforce our legal agreements and policies.

6. OUR COMMITMENT TO SECURITY

Whilst we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. However, we do employ a number of safeguards intended to mitigate the risk of unauthorized access or disclosure of your information. We will utilize our best endeavours to protect your personal information by regularly implementing up to date technology.

7. ACCESS TO YOUR PERSONAL INFORMATION

- 7.1 We want to make sure that any personal information we hold about you is up to date. Therefore, if you suspect that your personal information is inaccurate, you can ask us to correct or remove it.
- 7.2 You may at any time request:
 - 7.2.1 confirmation that we hold your personal information;
 - 7.2.2 access to your personal information;
 - 7.2.3 the identities or categories of third parties to whom we have disclosed your personal information; or
 - 7.2.4 that we correct or delete any personal information that is incomplete, misleading, inaccurate, excessive or out of date.
- 7.3 Requests may be made in writing to rentals@brooklyn-house.co.za.
- 7.4 By furnishing us with your personal information and/or acquiescing to this policy if you have already furnished us with your personal information, you acknowledge that the personal information provided by you is correct.

8. OUR INFORMATION OFFICER

If you have any enquiry or request pertaining to this privacy policy or your personal information in our possession, please direct it to:

Carryn Smith
carryn.s@mi225.co.za
+27 (0) 72 464 6426

9. THE SA INFORMATION REGULATOR

If you are of the view that your right to the protection of your personal information has been contravened, you have the right to lodge a complaint with the SA Information Regulator, on the contact details provided below:

The Information Regulator (South Africa)

27 Stiemens Street
Braamfontein
2017

POPIACComplaints@inforegulator.org.za
+27 (0) 10 023 5200