

Urbanvest Property 2004/024493/07

PRIVACY NOTICE



Company Details

Company Name

Urbanvest Property

Company Registration number

2004/024493/07

Website

<https://www.urbanvest.co.za>

Company Email

admin@urbanvest.co.za

Company Address

200 Lange Street, Nieuw Muckleneuk, Pretoria, Gauteng 0181, South Africa

Introduction

We, Urbanvest Property("we" / "us" / "our") understands that the privacy and the security of your personal information is extremely important. We respect your privacy and take the protection thereof very seriously. This notice sets out what we do with your personal information, what we do to keep it secure, from where and how we collect it, as well as your rights in relation to the personal information we hold about you.

Application

This policy applies to you if you interact with us through various means which may include:

- contracting with us for services;
- visiting our websites; and
- visiting our offices, estate or premises or contacting us and providing us with your information through e- mail or telephone communication.

We shall:

- only Process Personal Information in accordance with the applicable laws and in terms of this Privacy Policy;
- not disclose or otherwise make available the Personal Information to any third party (including sub-contractors and staff) other than authorised personnel or third parties who require access to such Personal Information strictly in order for us to operate the Website or to provide services to the User, unless the User has provided its prior written permission to do so;
- ensure that all persons that have access to the Personal Information are bound by appropriate and legally binding confidentiality and non-use obligations in relation to the Personal Information; and
- take appropriate, reasonable, technical, and organisational measures to ensure that the integrity of the Personal Information in its possession or under its control is secure and protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure, or access.

Types of personal information we hold

We process and hold personal information in accordance with POPIA.

Information about clients

Information Categories

Financial information

Name and surname

Identity or passport numbers

Contact information (cell/telephone number, email address) Physical and postal address

Biometric data - facial image

Biometric data - finger print

Information about visitors and the public

Name and surname

Name and surname

Identity or passport numbers

Contact information (cell/telephone number, email address) Vehicle registration and number plates

Driver license details Physical and postal address

Biometric data - facial image

Biometric data - finger print

Information about Service providers

Name and surname Company
registration numbers Banking
details
Name and surname
Contact information (cell/telephone number, email address) Physical
and postal address
Biometric data - facial image
Biometric data - finger print

Our legal basis for processing your personal information

Whenever we process your personal information, we have to have something called a “legal basis” for what we do. The different legal bases we rely on are:

Consent - You have told us you are happy for us to process your personal information for a specific purpose(s).

Legitimate interests - The processing is necessary for us to:

- protect your legitimate interests;
- conduct our business, or a third party to whom the information is supplied to conduct their business, but not where our, or their interests, are overridden by your interests or rights.

Performance of a contract - We must process your personal information in order to be able to provide you with our products or services.

Legal obligation - We are required to process your personal information by law (e.g. complying with regulations, maintaining good corporate governance).

How do we use your personal information

We may use your information in the following ways:

To provide you with access to our premises – we need to use your personal information to provide with access to our premises and monitor your entry and exit.

To provide our products and services – we need to use your personal information to make our products and services available to you. After that, we need to provide them to you, process your payment and sometimes award with promotions. We need to use your details to do all this.

Business purposes – we may use your personal information for internal audit purposes, accounting, business planning, joint ventures, disposals of business/assets, or other proposed and actual transactions.

Contacting you – we use your personal information to contact you. This may be in relation to a product or service update, an issue you have raised with us, to conduct market research or to ask for your feedback.

Marketing and advertising – we use your personal information to pursue lawful marketing activities such as providing you with relevant marketing communications (including by email, phone, SMS, WhatsApp or online advertising), relating to our products and services.

Personal information sharing

We may share information about you with:

- other divisions or companies within the group of companies to which we belong so as to provide joint content and services like registration, for transactions and customer support, to help detect and prevent potentially illegal acts and violations of our policies, and to guide decisions about our products, services, and communications;
- partners or agents involved in delivering the products and services you have requested;
- partners or agents that conduct customer satisfaction surveys and any other surveys related to the products or services provided to you;
- companies who are engaged to perform services for or on behalf of us
- debt collection agencies or other debt recovery organisations;
- law enforcement agencies, regulatory organisations and bodies, courts or other public entities if we are required by law to do so;
- emergency services;
- with any entity or forum wherein we may protect ourselves against fraud or exercise our rights; and
- if we are reorganised or sold to another organisation, we may transfer any personal information we hold about you to that organisation.

How long do we keep your information

We will keep your personal information for the purposes set out in this privacy policy and in accordance with the law and relevant regulations. We will never retain your personal information for longer than is necessary.

Your Rights

You have a number of rights under data protection legislation which, in certain circumstances, you may be able to exercise in relation to the personal information we process about you.

These include:

- the right to access a copy of the personal information we hold about you;
- the right to the correction of inaccurate personal information we hold about you;
- the right to restrict our use of your personal information;
- the right to be forgotten (to have your personal information deleted); and
- the right to object to our use of your personal information.

Where we rely on consent as the legal basis on which we process your personal information, you may also withdraw that consent at any time.

If you are seeking to exercise any of these rights, please contact us at the details provided below. Please note that we will need to verify your identity before we can fulfil any of your rights under data protection law. This helps us to protect the personal information belonging to our customer against fraudulent

requests. You may also refer to our PAIA and POPIA Manual for details.

Contact us email address

admin@urbanvest.co.za

General description of information security measures

We take protecting your personal information seriously and are continuously developing our security systems and processes.

Some of the controls we have in place are the following:

We use protected data storage system and its firewalls are regularly updated Our firmware and software is updated regularly and patched up

Our networks are secured by usernames, passwords and data encryption

Our documents are securely stored with access granted only to certain individuals Our servers are monitored to limit the risk on infrastructure systems;

Patch maintenance is carried out regularly Firewall systems are in place

Audits are regularly conducted to ensure that there has been no leakage of information or hacking Antivirus software is updated regularly

Information quality

We will try to keep the personal information we collect as accurate, complete and up to date as is reasonably necessary for the purposes defined in this policy. As such, we may request you to update the personal information we hold about you. You are also able to review or update any personal information that we may hold about you by getting into contact with us and requesting to do so. Please note that in order to better protect you and safeguard your personal information, we take steps to verify your identity before granting you access to our premises or your account or making any corrections to your personal information.

The information regulator (South Africa)

The Information Regulator (South Africa) is an independent body established in terms of section 39 of POPIA. The Information Regulator is empowered to monitor and enforce compliance by public and private bodies with the provisions of the POPIA Act. They may be accessed at:

JD House, 27 Stiemens Street Braamfontein Johannesburg, 2001

Contact/General enquiries: enquiries@inforegulator.org.za or **Complaints:** PAIAComplaints@inforegulator.org.za / POPIAComplaints@inforegulator.org.za

Privacy policy revision date

Date

2025/07/10