



RENPROP
MANAGEMENT



RENPROP PROPERTY MANAGEMENT PRIVACY POLICY

Protection of Personal Information Act No.4 of 2013 ("POPIA")

Effective Date	30 JUNE 2021
Company	RENPROP (PTY) LTD
Division	RENPROP PROPERTY MANAGEMENT
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1. PURPOSE

The purpose of this policy is to explain in layman's terms as to how Renprop Property Management obtains, uses and discloses your personal information as managers of residential and commercial community schemes and managers of rental contracts. This is in accordance with the requirements of the Protection of Personal Information Act No.4 of 2013 ("POPIA").

Renprop Property Management is committed to protecting your privacy and to ensuring that your personal information is collected and used properly, lawfully and transparently.

2. THE INFORMATION WE COLLECT AND STORE

We collect and process your personal information for the purposes of the effective management of your community scheme alternatively rental asset, as required in Law. For this purpose, we collect;

- a. your full name
- b. identity numbers, or in the case of non-South Africans, passports
- c. Section/erf addresses, FICA address and mailing addresses
- d. Telephone numbers
- e. E-mail or other electronic addresses

We may also collect personal information about you from a third party

- a. Contractors
- b. Insurance brokers and underwriters
- c. Windeed, TPN and any other checks necessary
- d. Attorneys contracted for and on behalf of the community scheme or agent



All information supplied will be treated as confidential. This information will only be used and shared for legitimate purposes. Renprop Property Management shall take all reasonable steps to ensure that the personal information is protected.

This information is stored on our electronic accounting and property management system. It may also be recorded on the access control system and any other electronic communication systems.

The information is used by the staff of Renprop Property Management from time to time in the normal course of our duties in managing the assets.

Renprop Property Management protects and manages the personal information that we hold using electronic and computer safeguards such as firewalls and data encryptions. We will only give access to personal information to those employees who require it in order to fulfil their designated responsibilities.

You may object to us using your personal information, in which case, we will stop using same unless permissible in terms of the requesters relationship with the scheme and/or lease agreement, alternatively as required by law. We shall only keep your personal information for as long as necessary. You have the right of access to and the right to rectify the personal information which we hold.

3. HOW WE USE YOUR PERSONAL INFORMATION

Renprop Property Management will use your personal information to send out levy and rental statements, send out letters, communicate with you, arrange meetings, distribute information to owners and tenants, respond to inquiries made by you, manage our relationship with you and provide contractual services to you.

We also hold minutes, financial records and contractual arrangements with service providers and tenants.



Renprop Property Management will use your personal information only for the purposes for which it was collected and will not disclose your personal information unless a service provider requires such information to carry out their duties or we are required to do so in law.

As soon as reasonably possible on written notification by the owner of the termination of the owners' relationship with Renprop Property Management the personal details will be deleted.

4. RENPROP PROPERTY MANAGERMENTS' COMMITMENT

Renprop Property Management will with every reasonable measure possible;

- a. Keep your information strictly confidential.
- b. Put measures in place to protect your personal information.
- c. Ensure that you can view your personal information on the property management portal of the community scheme through password access and/or alternatively on request.
- d. Notify you as soon as reasonably possible after the discovery of a compromise, and insofar as we can establish your identity, notify you that there are reasonable grounds to believe that your personal information has been accessed or acquired by an unauthorised person.

Notwithstanding these measures;

- a. Renprop Property Management will not be held liable nor accept any liability of whatsoever nature for any unauthorised or unlawful disclosure and/or use of your personal information either by employees, agents, contractors and/or third parties
- b. Renprop Property Management will not be held liable for any loss or damage however arising and suffered by you, should you disclose your personal information directly to any 3rd party in any circumstance. Consequently you are advised to always ensure that you read the privacy policy of any third party that you disclose your personal information to.



5. ACCESS TO PERSONAL DATA AND RECORDS

On receiving a written request Renprop Property Management will make the records and documents available to the requester, but only in terms of the applicable legislation recorded on the PAIA Manual for your scheme in terms of the PROMOTION OF ACCESS TO INFORMATION ACT No. 2 of 2000

6. SITE ACCESS CONTROL AND CAMERA MONITORS

Access to a community scheme may require the use of **access control software and/or guarding** which fall under the supervision of Renprop Property Management. Owners and tenant residents, alternatively their visitors from time to time will need to provide their personal information to the managing agent or nominated service provider to be registered on such systems and engage such services.

Your community scheme may further make use of **camera equipment, with on-site monitoring or off-site monitoring**. These systems and guarding companies are managed and/or serviced by 3rd party operators who are contractually tied to hold all personal data confidential.

By registering on such systems as an owner or tenant alternatively visitors to the community scheme, de facto permission is granted to these service providers to hold such personal data as detailed extensively in Renprop Property Managements' Privacy Policy and that of your community scheme.

Visitors to the scheme, deliveries of movables and groceries, and ad hoc contractors will be required to complete access forms prior to access or alternatively on the date and time of access depending on the nature of the visit. **Forms** used by Renprop Property Management alternatively the estate manager/building manager are available on request. Control books utilised by the guarding company are held by the service provider in accordance with the SLA.



Staff and casual workers entering as pedestrians are to be registered with the community scheme, alternatively Renprop Property Management or building manager and **any general pedestrian access** will be subject to the recording of personal information as is required to establish a safe and secure community scheme.

7. SOCIAL MEDIA DEVICES AND APPS

Owners, tenants and visitors to the community scheme or contractors who join and/or engage with social media APPS of any brand and form, do so of their own free will and volition and may not under any circumstance hold Renprop Property Management and its staff, the community scheme and its board, accountable for any breach of personal information.

8. PHOTOGRAPHS

Renprop Property Management staff, its estate managers, portfolio managers and staff contracted by the community scheme may take photos of your section in need of maintenance or rental, alternatively units in breach of conduct rules. These will not be subject to the owners and/or residents approval.

9. AGREEMENTS WITH SERVICE PROVIDERS

Service providers that have continuous contracts with Renprop Property Management alternatively the community scheme or who are contracted on a regular basis, have all signed privacy agreements in accordance with POPIA compliance. These contracts are retained by Renprop Property Management.

10. DISCLOSURE OF INFORMATION

Renprop Property Management may disclose your personal information to our service providers who are involved in the delivery of products or services to you, in accordance with the agreements in place to ensure that they comply with the privacy requirements as required by POPIA. We may also disclose your information where we have a duty to disclose such information in terms of Law.



11. INFORMATION SECURITY

Renprop Property Management is legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and the use of 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. Should you wish to access the IT and data protection policy please correspond with the Information Officer.

In layman's terms;

- a. The property management system through which we work will be protected with various security measures to protect your personal information.
- b. There will be internal procedures in place to store and access your personal information with the highest level of confidentiality.
- c. We will ensure that all our employees, agents and/or third-party service providers having access to your personal information are bound by appropriate confidentiality and non-use obligations in relation to your personal information.

12. PASSWORDS AND USER NAMES

Renprop Property Management may utilise a number of secure platforms on which your data exists;

- a. Any password and username made to access the portal, access system, communication platform must be kept safe and it is your responsibility to ensure that it is kept safe.
- b. Your username and password shall:
 - I. be used for personal use only; and
 - II. not be disclosed by you to any third party.
- c. Renprop Property Management cannot be held responsible for personal information being compromised due to a non-secure, disclosed, or stolen passwords.



- d. Should you suspect someone accessing your account who is unauthorised, you agree to notify the Information Officer immediately in order that the community scheme may assist you in implementing the necessary steps to mitigate any resultant loss or harm.

13. ACCESS TO YOUR INFORMATION BY YOU

You have the right to request a copy of the personal information we hold about you. To do so, simply contact the Information Officer at the email address set out above and specify what information you require.

All processes and procedures as set out in the POPIA Privacy Policy and PAIA Manual will be complied with. Please note that any such access request may be subject to a payment of a legally allowable fee.

14. CORRECTION OF YOUR INFORMATION

You have the right to ask us to update, correct or delete your personal information (in accordance with the POPIA Policy and PAIA Manual) and we would appreciate it if you would keep your personal information accurate at all times.

15. CHANGES TO PRIVACY POLICY

We may update our Privacy Policy from time to time. The updated Privacy Policy will be available on our website www.renprop.co.za see Property Management section. You are also advised to review this Privacy Policy periodically for any changes and you may request this from the Information Officer. Changes to this Privacy Policy are effective when the new effective date is detailed on the policy.



16. CONSENT

As a client of Renprop Property Management, a member of a community scheme, alternatively by being a resident of a community scheme under our management or by contacting the community scheme, or by visiting this scheme, or by engaging Renprop Property Management and/or its service providers by email, telephonic means, other electronic means and/or on the property management portal or website, you consent to us using your personal information as set out in this privacy policy.

17. HOW TO CONTACT US

If you have any queries about this privacy policy, please contact the managing agent or the Information Officer or at the address set out above.

- END -