



# PROTECTION OF PERSONAL INFORMATION AND PRIVACY POLICY

MANDE PROPERTIES CC

<b>TITLE</b>
PROTECTION OF PERSONAL INFORMATION AND PRIVACY POLICY

<b>PURPOSE</b>
TO COMPLY WITH THE PROTECTION OF PERSONAL INFORMATION ACT
NO. 4 OF 2013



# PROTECTION OF PERSONAL INFORMATION AND PRIVACY POLICY

## MANDE PROPERTIES CC

**MANDE PROPERTIES CC** operates in the timeshare rental and resale industry in South Africa via a team of talented, well trained and dedicated professionals. The Estate Agencies Affairs Board accredits us.

**MANDE PROPERTIES CC** knows that former, current and potential customers and those persons and entities who are suppliers to us care how personal information about them is used and shared. We comply with the Protection of Personal Information Act No. 4 of 2013 and this policy describes the types of personal information that we may collect, the purposes for which we use the information, the circumstances in which we may share the information and the steps that we take to safeguard the information to protect the privacy of those persons and entities we deal with.

As used throughout this policy, the terms " **the CC**", "**us**" or "**we**" refers to **MANDE PROPERTIES CC**.

### **Contact Details**

The physical, telephonic and electronic addresses for our office in Cape Town are as follows:

#### **MANDE PROPERTIES CC**

5, Lisdale, 300 Beach Road, Sea Point, Cape Town.

Fax: +27 (21) 4398389

Tel: +27 (21) 4399880

Cell: +27 (83) 7766223

Email: pennym@eastcoast.co.za

Website: www.mandeproperties.co.za

### **Personal Information**

#### **What personal information do we collect?**

The information we collect may include the following:

Generally, we collect and hold information such as (but not limited to) names, addresses, contact information, occupations, dates of birth and any other information which assists us in conducting our business and complying with our legal obligations. We collect personal information when a purchase is made, via business cards, telephone conversations, emails, responding to surveys or marketing communications, registering and transacting on our website and from third parties. We may collect and hold information from former, current and prospective customers, our suppliers and their employees, as well as contractors and others.

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## **Personal information about children**

We do not knowingly collect personal information from children (under 18 years of age) without the permission of their parent or guardian.

## **What do we do with personal information collected from you?**

We use your personal information to provide rental and resale services and to communicate with you.

Personal information relating to suppliers is used to conduct the normal operations of our business

Other than as set out in this privacy policy we will not share your personal information unless we are required to do so by law.

## **What about cookies?**

Cookies are alphanumeric identifiers that are transferred to your computer's hard drive through your web browser to enable other systems to recognise your browser and to automatically collect information from your computer such as your IP address and other details. We do not use cookies for tracking purposes.

The "Help" menu on the menu bar of most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie and how to disable cookies altogether. Additionally, you can disable or delete similar data used by browser add-ons, such as flash cookies, by changing the add-on's settings or visiting the website of its manufacturer. Turning cookies off may slow down your computer but will not affect the booking functionality of this website.

## **Third Party Service Providers**

We employ other organisations and individuals to perform certain ancillary functions on our behalf. Examples include the developers of this website, accountants and other persons. They must process any personal information in accordance with this policy and as required by the Protection of Personal Information Act.

## **Protection of the CC and others**

We will only release personal information when we believe that such a release is appropriate to comply with the law; enforce or apply our mandated or other agreements; or protect the rights, property or safety of the CC. Obviously, however, this does not include selling, sharing or otherwise disclosing personally identifiable information collected from you in a way that is contrary to the commitments made in this privacy policy.

With the consent of the relevant party, and other than as set out above, such party will receive notice when information about them might go to third parties and you will have an opportunity to choose not to share the information.

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## **How secure is the information held by us?**

We maintain appropriate physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable information.

## **Storage of data**

We retain your personal data only for the period necessary for the purposes set out in this policy or in accordance with the provisions of any applicable legislation.

## **What choices do I have?**

You have the right to request a copy of the personal information we hold about you or to object to the processing of personal information held about you.

To do this, contact us at the numbers/addresses listed earlier and specify what information you would like. We will take all reasonable steps to confirm your identity before providing details of your personal information.

You have the right to ask us to update, correct or delete your personal information. You may do this by contacting us at the numbers/addresses provided earlier.

We will take all reasonable steps to confirm your identity before making changes to personal information we may hold about you.

Please note that we may amend this policy from time to time.

## **Notices and Revisions**

If you have any concern about privacy at the CC please e-mail us a thorough description and we will try to resolve the issue for you. Unless stated otherwise, our current privacy policy applies to all information that we have on record. However, we stand behind the promises we make and will never materially change our policies and practices to make them less protective of personal information collected in the past without the consent of affected persons.

## **Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to the Managing Member.

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