

AGILE GROUP SA PRIVACY POLICY

1. Introduction

- We respect your privacy and will take reasonable measures to protect it, as more fully detailed below.
- **Agile Prop a division of Agile Group SA (Pty) (Ltd)** (“Agile”, “AgileProp” “us”, “we”, or “our”) operates the <https://www.agileprop.co.za> website and any related platform (the “Service”).
- Agile Group is the ‘Responsible Party’ and is responsible for your personal information when we are processing operations. In certain instances, we may operate as an ‘Operator’ of personal information for a third party.
- This page informs you of our policies regarding the processing (collection, use, and disclosure) personal data when you use our Service and the choices you have associated with that data.
- We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions.

2. Information Collection And Use

We collect several different types of information for various purposes to provide and improve our Service to you.

3. Types of Data Collected

- When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically collected information as “Device Information”.
- “Personal Information” means information that is gathered in connection with the use of our website for any of our products or services, requests for information on any product or service available through our website.
- We collect and process Personal Information to provide information on or access to our services and products, to help us improve our offerings to you, auditing our products and services, to comply with applicable laws, and other specified and lawful purposes. We collect Personal Information provided to us by users of our website and applicants for our products or services. We may collect or receive Personal Information from other sources if consent has been given by the data subject for that information to be shared. This may include information from commercially available sources, such as public databases.
- Website usage information is collected using “cookies” which allow us to collect standard internet visitor usage information and preferences.

4. What is Personal Information?

Personal information refers to any information that identifies you or specifically relates to you.

Personal information includes, but is not limited to, the following information about you:

- your marital status (like married, single, divorced);
- your national origin;
- your age;
- your language; birth; education;
- your financial history (like your income or your buying, investing and banking behaviour based on, amongst others, account transactions);
- your identifying number (like an account number, identity number or passport number);
- your e-mail address; physical address (like residential address, work address or your physical location); telephone number;
- your online identifiers; social media profiles;
- your biometric information (like fingerprints, your signature or voice);
- your race; gender; sex; pregnancy; ethnic origin; social origin; colour; sexual orientation;
- your physical health; mental health; well-being; disability; religion; belief; conscience; culture;
- your medical history (like your health status); criminal history; employment history;
- your personal views, preferences and opinions;
- your confidential correspondence; and / or
- another's views or opinions about you and your name also constitute your personal information.

Personal information includes special personal information, as explained below.

5. When will we process your Personal Information:

We will only process your personal information for lawful purposes relating to our business if the following applies:

- if you have consented thereto;
- if a person legally authorised by you, the law or a court, has consented thereto;
- if it is necessary to conclude or perform under a contract we have with you;
- if the law requires or permits it;
- if it is required to protect or pursue your, our or a third party's legitimate interest; and / or
- if you are a child, a competent person (like a parent or guardian) has consented thereto.

6. What is Special Personal Information?

Special personal information is personal information about the following:

- your religious beliefs;
- your philosophical beliefs (for example where you enter a competition and you are requested to

express your philosophical view);

- your race (like where you apply for a product or service where the statistical information must be recorded);
- your ethnic origin;
- your trade union membership;
- your political beliefs;
- your health (like where you apply for an insurance policy);
- your sex life (like where you apply for an insurance policy);
- your biometric information (like to verify your identity); and / or
- your criminal behaviour and alleged commission of an offence (like to prevent money laundering as required by law or when you apply for employment or enter a relationship with us).

7. When will we process your Special Personal Information:

We may process your special personal information in the following circumstances:

- if you have consented to the processing;
- if the processing is needed to create, use or protect a right or obligation in law;
- if the processing is for statistical or research purposes and all legal conditions are met;
- if the special personal information was made public by you;
- if the processing is required by law;
- if processing is for historical, statistical or research purposes to the extent that the purpose serves a public interest and processing is necessary for that purpose concerned or it appears to be impossible or would involve disproportionate effort to request consent and sufficient guarantees are provided to ensure the processing does not adversely affect the individual's privacy to a disproportionate extent;
- if racial information is processed, and the processing is required to comply with laws and other measures designed to protect or advance persons, or categories of persons, disadvantaged by unfair discrimination such as identification purposes where it is only permitted if it is essential for that purpose; and / or
- if health information is processed, and the processing is for an employment contract administration by virtue of office, profession or legal provision.
- if processing biometric information is carried out by bodies charged by law with applying criminal law or we have obtained that biometric information in accordance with the law or if such processing is necessary to supplement the processing of information on criminal behaviour or biometric information permitted.

8. Your consent

We will not collect, use or disclose Personal Information without consent save as permitted by the Personal Information Act (POPIA). In most cases, we will ask for consent explicitly but, in some cases, we may infer consent from actions and behaviour. By using our website www.agileproperty.co.za you are consenting to the us collecting, using and disclosing your personal information in accordance with this Privacy Policy.

We may ask for additional consent if we need to use your personal information for further processing for purposes not covered by this Privacy Policy. You are not obliged to provide such consent but if you decide not to then your participation in certain activities may be restricted. If you provide additional consent, the terms of that consent shall prevail in the event of any conflict with the terms of this Privacy Policy.

If you do not agree to the collection, use and disclosure of your personal information in this way, please do not use our website or otherwise provide us with personal information.

9. Specific Purpose

9.1 We will not, without your express consent, use your personal information for any purpose other than as set out below:

1. in relation to provide products or services to you;
2. for administrative and internal business purposes;
3. to contact you regarding current or new products or services or any other services offered by us or any of our divisions and/or partners (unless you have opted out from receiving marketing material from us);
4. to inform you of new features, special offers and promotional competitions offered by us or any of our divisions and/or partners (unless you have opted out from receiving marketing material from us); and
5. to improve your experience on our Website by, for example, monitoring your browsing habits, or tracking your usage on the Website; or
6. for automated technologies or interactions, as you interact with our Services and Platform, we may automatically collect technical data and usage data about you, your company, equipment, browsing actions and patterns. We may collect this personal information by using software, cookies, server logs and other small technologies. We may also receive technical data about you if you visit other Platforms employing cookies.
7. disclose your personal information to any third party other than as set out below:

- to our employees and/or third party service providers who assist us to interact with you via our Website, email or any other method, for the ordering of digital products and or services or when delivering digital products and or services to you, and thus need to know your personal information in order to assist us to communicate with you properly and efficiently;
- to our divisions and/or partners (including their employees and/or third party service providers) in order for them to interact directly with you via email or any other method for purposes of sending you marketing material regarding any current or new goods or services, new features, special offers or promotional items offered by them (unless you have opted out from receiving marketing material from us);
- to law enforcement, government officials, fraud detection agencies or other third parties when we believe in good faith that the disclosure of personal information is necessary to prevent physical harm or financial loss, to report suspected illegal activity, or to investigate violations of these terms;
- to our service providers (under contract with us) who help with parts of our business operations (fraud prevention, marketing, technology services, digital products, services etc). However, our contracts dictate that these service providers may only use your information in connection with the services they perform for us and not for their own benefit;
- We are entitled to use or disclose your personal information if such use or disclosure is required to comply with any applicable law, subpoena, order of court or legal process served on us, or to protect and defend our rights or property.
- We will ensure that all our employees, third party service providers, divisions and partners (including their employees and third-party service providers) having access to your personal information are bound by appropriate and legally binding confidentiality obligations in relation to your personal information.

9.2 We will –

1. treat your personal information as strictly confidential, save where we are entitled to share it as set out in this policy;
2. take appropriate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
3. provide you with access to your personal information to view and/or update personal details;
4. promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information;
5. provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable notice and request; and
6. Upon your request, promptly return or destroy any and all of your personal information in our possession or control, save for that which we are legally obliged to retain.

9.3 We will not retain your personal information longer than the period for which it was originally needed, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

9.4. We undertake never to sell or make your personal information available to any third party other than as provided for in this policy, unless we are compelled to do so by law. In particular, in the event of a fraudulent online payment, Agile is entitled to disclose relevant personal information for criminal investigation purposes or in line with any other legal obligation for disclosure of the personal information which may be required of it.

9.5 Whilst we will do all things reasonably necessary to protect your rights of privacy, we cannot guarantee or accept any liability whatsoever for unauthorised or unlawful disclosures of your personal information, whilst in our possession, made by third parties who are not subject to our control, unless such disclosure is as a result of our gross negligence.

10.Reasons we need to Process your Personal Information

10.1 We will process your personal information for the various reasons:

- to provide and maintain products, goods and services to you;
- for administrative and internal business purposes;

- to notify you about changes to our services;
- to allow you to participate in interactive features of our services when you choose to do so;
- to provide customer care and support including responding to your enquiries and complaints;
- to provide analysis or valuable information so that we can improve the service;
- to monitor the usage of the service;
- to detect, prevent and address technical issues;
- to market our products and services to you;
- to comply with legislative, regulatory, risk and compliance requirements, voluntary and involuntary codes of conduct and industry agreements or to fulfil reporting requirements and information requests;
- for security and legal reasons;
- to detect, prevent and report theft, fraud, and other crimes. This may include the processing of special personal information, like alleged criminal behaviour or like the supply of false, misleading or dishonest information when engaging with us or avoiding liability by way of deception;
- to enforce and collect on any agreement when you are in default or breach of the agreement terms and conditions, like tracing you or to institute legal proceedings against you;
- to conduct market and behavioural research, including analysis to determine if you qualify for products and services after vetting processes or to determine your risk;
- to develop, test and improve products and services for you;
- for historical, statistical and research purposes and analysis, for example to improve our service offerings and platform;
- to process any payment instructions;
- to manage and maintain your relationship with us;
- to enable us to deliver documents or notices to you;
- for security, identity verification and to check the accuracy of your personal information;
- to communicate with you and carry out your instructions and requests;
- for customer satisfaction surveys, promotional and other competitions;
- for direct marketing to inform you of appropriate products and services you may be interested to enable you to take part in and make use of value-added products and services (where permitted);
- to assess our risks; monitoring, record keeping and / or for any other related purposes.

Please note that we may process your personal information for more than one lawful ground depending on the specific purpose for which we are using your personal information.

11.Usage Data

We may also collect information how the Service is accessed and used (“Usage Data”). This Usage Data may include information such as your computer’s Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

12.Tracking & Cookies Data

We use cookies and similar tracking technologies to automatically collect information or data, track the activity on our Service and hold certain information through the operation of our internet servers. Cookies are files with small amounts of data which may include an anonymous unique identifier to recognise repeat users, facilitate the user’s on-going access to and use of a platform and allow a platform to track usage behaviour and compile aggregate data that will allow the platform operator to improve the functionality of the platform and its content, and to display more focused advertising to a user by way of third party tools. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyze our Service.

The type of information collected by cookies is not used to personally identify you. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Services.

13. Disclosure Of Information

We may share your personal information with third party companies and individuals to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to perform Service-related services or to assist us in analysing how our Service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

We shall use our best efforts to ensure that they keep your information secure, take all reasonable steps to protect it from misuse and only use it in a manner consistent with this Privacy Policy and applicable data protection laws and regulations.

14. Legal Requirements

Agile may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of Agile
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability.

15. How we use your Personal Information for Direct Marketing

We may use your Personal Information to:

- suggest products or services (including those of relevant third parties) which we think may be of interest to you;
- offer you the opportunity to take part in competitions or promotions;
- we will do this in person, by post, telephone or electronic channels such as SMS, email, fax.
- If you are not a customer, or in any other instances where the law requires, we will only market to you by electronic communications with your consent.

You can opt out of receiving direct marketing from us or request us to stop sending marketing communications to you at any time by emailing:

agileprop@agilegroup.co.za.

16. Transfer of personal information

We will only transfer your personal information to third parties in another country in any one or more of the following circumstances:

- where your personal information will be adequately protected under the other country's laws or an agreement with the third party recipient;
- where the transfer is necessary to enter into or perform under a contract with you, or a contract with a third party that is in your interest;
- where you have consented to the transfer; and / or
- where it is not reasonably practical to obtain your consent, the transfer is in your interest.

This transfer will happen within the requirements and safeguards of the law. Where possible, the party processing your personal information in the other country will agree to apply the same level of protection as available by law in your country or if the other country's laws provide better protection the other country's laws would be agreed to and applied.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

Agile will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

17. Security Of Data

The security of your data is important to us but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially reasonable acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

18. Analytics

We may use third-party Service Providers to monitor and analyse the use of our Service.

- **Google Analytics** – is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network. You can opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about visits activity. For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page:
- <https://policies.google.com/privacy?hl=en>
- **Links To Other Sites** – Our Service may contain links to other sites, platforms, plug in's or applications that are not operated by us. If you click on a third-party link, you will be directed to that third party's site which may allow third parties to collect or share information about you. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

If you disclose your personal information to a third party, such as an entity which operates a website linked to this Website or anyone other than us. AGILE GROUP SA(PTY) (LTD) SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED BY YOU AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION TO THE THIRD PARTY. This is because we do not regulate or control how that third party.

19. Your Privacy Rights

- You must provide proof of identity when enforcing the rights below.
- You must inform us when your personal information changes.
- tell us if you don't want to be contacted in the future by us.
- If you are an existing customer, then we may continue communicating with you in respect of your existing products and services;

You have the right to request access to the personal information we have about you by contacting us.

This includes requesting:

- confirmation that we hold your personal information;
- a copy or description of the record containing your personal information; and
- the categories of third parties who have had access to your personal information.

We will attend to requests for access to personal information within a reasonable time. You may be required to pay a reasonable fee to receive copies or descriptions of records, or information about third parties. We will inform you of the fee before attending to your request.

Please note that the law may limit your right to access information.

You have the right to request us to correct the personal information we have about you if it is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, obtained unlawfully or we are no longer authorised to keep it. You must inform us of your request in writing and or resubmit your updated personal information. It may take up to 15 business days for the change to reflect on our systems. We may request documents from you to verify the change in personal information.

A specific agreement that you have entered into with us may determine how you must change your personal information provided at the time when you entered into the specific agreement. Please adhere to these requirements. If the law requires us to keep the personal information, it will not be deleted upon your request. The deletion of certain personal information may lead to the termination of your business relationship with us.

You may object on reasonable grounds to the processing of your personal information. We will not be able to give effect to your objection if the processing of your personal information was and is permitted by law; you have provided consent to the processing and our processing done according to your consent or the processing is necessary to conclude or perform under a contract with you.

You must inform us of any objection in writing.

Where you have provided your consent for the processing of your personal information, you may withdraw your consent. If you withdraw your consent we will explain the consequences to you where we are not able to offer our services to you. We may proceed to process your personal information even if you have withdrawn your consent if the law permits or requires it. It may take up to 15 business days for the change to reflect on our systems, during this time we may still process your personal information.

You have a right to file a complaint with us or any Regulator with jurisdiction about an alleged contravention of the protection of your personal information by us. We will address your complaint as far as possible.

20. Children's Privacy

Our Service does not address anyone under the age of 18 ("Children").

We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your Child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we shall take all reasonable steps to remove that information from our servers.

21. Do not track

Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

22. Data retention

When you place your personal data through the Site, we will maintain your personal data for our records unless and until you ask us to delete this information.

We will keep your personal information for as long as:

- the law requires us to keep it;
- a contract between you and us requires us to keep it;
- you have consented for us keeping it;
- we are required to keep it to achieve the purposes listed in this Privacy Policy;
- we require it for statistical or research purposes;
- a code of conduct requires us to keep it; and / or
- we require it for our lawful business purposes.

We will not keep personal data for longer than is necessary to fulfil that purpose, unless we must keep it for legitimate business or legal reasons. To protect information from accidental or malicious destruction, when we delete information from our servers, we may not delete all residual copies from our data storage or backup systems.

We may retain personal data to comply with legal and regulatory requirements or industry codes to which we subscribe or which apply to us, or for purposes of continuous statistical analysis or when it is otherwise allowed by law (for example to protect our legitimate interests). We may therefore keep your personal data even if you no longer have a relationship with us, if the law permits.

23. Changes To This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

24. Changes to this Policy

This Privacy Policy may be amended and replaced from time to time by posting the updated version on the Adkin website with no prior notice.

25. Complaints Handling

Complaints in respect of the processing of personal information may be submitted to Agile or directly to the Regulator.

26. Information Officer

Agile have appointed an Information Officer who is responsible for overseeing questions in relation to the Privacy Policy. If you have any questions about this Privacy Policy, including any requests to exercise your legal rights or lodge a complaint, please contact our information officer using the details below.

Full Name: Agile Group SA (Pty) Ltd

Information Officer: Bronwyn Williams

Tel: 083 344 9212

Email: agileprop@agilegroup.co.za

27. Information Regulator

[Tel: 012 406 4818](tel:0124064818)

Fax: 086 500 3351

Email: inforeg@justice.gov.za

28. Contact Us

If you have any questions about this Privacy Policy, please feel free to contact us via email: agileprop@agilegroup.co.za.