

## Privacy Policy

Persons accessing the FPS Properties website subject themselves to and agree to Property Futures CC t/a FPS Properties terms and conditions and privacy policy, as set out below.

### Introduction

Property Futures CC t/a FPS Properties owns and operates [www.fpsprop.co.za](http://www.fpsprop.co.za) ("fpsprop.co.za"). It is our policy to respect our visitor's privacy when it comes to any information we may collect while operating.

This Policy sets out the manner in which FPS Properties handle personal information submitted by or collected from its visitors whilst visiting fpsprop.co.za and this is our plan of action for the protection of your personal information. It describes how we **collect, use, disclose**, and **store** your personal information.

### Application

This policy applies to you when you visit our website, use our application, or order our products or services as a customer.

### Personal Information

Your personal information includes information we collect:

- automatically when you visit our website or use our application;
- accept on registration or submission;
- get through an order; or
- you provide voluntarily.

It excludes anonymous, de-identified, statistical, and public information.

**Your obligations.** You may only send us your own personal information or someone else's personal information if you have their permission to do so.

### Acceptance and changes

**Acceptance.** You may not order any of our products or services if you do not accept this policy or any changes to it.

**Changes.** We may change this policy at any time and will notify you of the changes on our website, through our application, or by email. The changed policy applies to you if you continue using our website, our application, or our products or services following the notification.

### Collection

**Automatically through website.** When you visit our website, we automatically collect your **Internet usage information** (including your IP address, browser details, and usage information) through your browser, which we may use to display our website correctly, track your activities on it, or for other necessary purposes.

**Automatically through application.** When you use our application, we automatically collect your **application usage information** (including your operating system version and other

relevant system information) through analytics software and other technologies, which we may use to optimise our offering to you.

**On registration or submission.** We may ask you to provide us with certain **identifying information** (including your first name, surname, and email address) when you register on or otherwise submit information through our website or application for the first time.

**Through an order.** We ask you to provide us certain **products or services information** when you order our products or services.

**Voluntarily.** We may ask you to provide us certain **optional information** on a voluntary basis.

**Consent to collection.** We will get your consent to collect your personal information in accordance with applicable law when you provide us with it.

**Purpose for collection.** We may process your information that you provide to us for the purposes that you indicated when you agreed to provide it to us. Processing includes gathering your personal information, disclosing it, and combining it with other personal information.

## Use

**Processing.** We may process your personal information to fulfil our obligations to you.

**Cookies.** A cookie is a string of information that a website stores on a visitors computer, and that the visitors browser provides to the website each time the visitor returns. fpsprop.co.za uses cookies to help us identify and track visitors, their usage of fpsprop.co.za website (for the purpose of improving the usefulness of the website by providing helpful links and removing pages that are not read), and their website access preferences. fpsprop.co.za visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using fpsprop.co.za's websites, with the drawback that certain features of fpsprop.co.za's website(s) may not function properly without the aid of cookies.

**Messages.** We may use your identifying information to send you administrative and update messages about our website or application.

**Promotional messages.** We will not send you promotional messages unless you have chosen to opt into them. But, we may send you one message asking you to opt into promotional messages without you having opted into promotional messages.

**Targeted content.** We may use your personal information to provide you with targeted content through our website or application in a completely automated process.

**Recording calls.** We may monitor and record any telephone calls that you make to us, unless you specifically request us not to.

## Disclosure

**Sharing.** We may share your personal information with third parties for the purposes of fulfilling our obligations to you, including with:

- other companies or divisions within our group;
- our contractors who help us meet our obligations to you, including those that help us understand your personal information; or

- get through an order; or
- third parties as required by applicable law.

**Honour this policy.** We will require anyone that we share your personal information with to honour this policy whenever possible in terms of applicable law.

**Mandatory disclosure.** We may disclose personal information to third parties if required for legal reasons, such as if required by the relevant authorities or a court order.

**Marketing purposes.** We may disclose aggregate statistical information that we derive from your and other people's personal information to our advertisers or business partners.

**Personnel.** We may need to disclose personal information to our personnel to do their jobs, but will not do so unnecessarily.

**Change of ownership.** We may assign our rights to the personal information we process to our new owners if our ownership changes for any reason.

**Security** Whilst all reasonable measures are taken to ensure the security and integrity of information submitted to fpsprop.co.za, FPS Properties may not be held liable for any loss or other damage sustained by a visitor or visitors as a result of the intentional or accidental release of information by an employee of FPS Properties, or affiliated organisations or any third party.

## **Storage**

**Access.** You may ask us to provide you with a description of the personal information that we hold on you, correct or update it or delete it (provided that we do not need it to fulfil our obligations to you or applicable law does not require us to keep it). We will take all reasonable steps to verify your identity before doing so. We may charge a fee to recoup our costs associated with this request if there is a cost to us associated with it and provided that applicable law allows us to do so. Please contact us with your name and any other information needed to identify you correctly if you want access to information or want us to correct, update or delete it.

**Accuracy.** We will do our best to keep your personal information that we collect accurate, complete, and up to date.

**Participation.** We may ask you to update your personal information from time to time, but will take steps to verify your identity to prevent unauthorised access when doing so.

**Retention.** We will only keep your personal information for as long as is necessary to fulfil our obligations to you, unless you have given us permission to keep it longer or we are otherwise legally allowed to do so.

**Transfer.** We may transfer your personal information outside of the country in which it was collected to a foreign country. You consent to us processing your personal information in a foreign country with less stringent data protection laws than the country in which it was collected.

## **General**

**Updating or removing.** You may update or remove your personal information:

- through our website or application; or
- by contacting us.

**Limitation.** We are not responsible for anyone else's privacy policies or practices.

**Enquiries.** Please contact us by email if you have any questions about this privacy policy or how we handle your personal information.