

HARDIE PROPERTY

OUR PRIVACY POLICY

Introduction

This privacy policy sets out the basis on which any personal information we collect from you (whether as customer, employee and/or service provider/subcontractor) or that you provide to us, will be used, stored, processed and deleted by us (hereinafter referred to as "processing"). Data collected from the use of our website are recorded in the *Website Terms and Conditions Policy* that appears on our website at hardieproperty.com.

Read the following carefully to understand our practices regarding your personal information (as defined below) that we process, because by interacting with us in person, by mail, electronic communication or otherwise, you agree to the terms and conditions set out in this Privacy Policy.

In adopting this Privacy Policy, **HARDIE PROPERTY** wishes to ensure you that the processing of your personal information by us is lawful, reasonable, and relevant to our business activities. We take reasonable steps as determined in the Protection of Personal Information Act 4 of 2013 (the 'POPIA') to prevent unauthorised access to, or disclosure of your personal information. However, we cannot guarantee that your personal information shall be secure, despite our best efforts to protect it as required in law.

Our Information Officer is: Richard Michael Houston Hardie and can be contacted at

richard@hardieproperty.com or cell number +27 76 252 7254.

HARDIE PROPERTY

☎ +27 76 252 7254 ✉ INFO@HARDIEPROPERTY.COM
SPACES, 4TH FLOOR, SUNCLARE BLDG, 21 DREYER STREET, CAPE TOWN, 7708
HARDIEPROPERTY.COM

1. THE INFORMATION WE COLLECT AND RECORD

When any new client, employee and/or service provider/contractor transacts with us in any way, we will collect certain of their data. In this process we may request, receive, store and record many details that are defined as 'personal information' in the POPIA. We collect and record only the minimum personal information that is required for us to render our services and manage our business. In doing so, we comply with POPIA in that we implement reasonable practices to ensure the private information is protected.

2. YOUR PERSONAL INFORMATION WILL BE USED OR SHARED IN THE FOLLOWING WAYS

- 2.1 We keep your personal information confidential and only use, process, share, record or delete it as is required by POPIA, other legislation and/or the requirements of the service that we are providing for you.
- 2.2 We may share certain information with parties that form part of the transaction that you conclude with us, service providers and contractors as part of our operations. We only share such personal information as are required for purposes of performing the tasks lawfully following from and required by the task(s) we are mandated to perform.

3. OTHER INTERACTION WITH YOUR PERSONAL INFORMATION

- 3.1 POPIA requires us to ensure that we hold correct and updated personal information and, hence, we may need to update your personal information from time to time, and request your assistance in doing so. The request will be sent via email or otherwise, whatever is most reasonable in the circumstances.

3.2 We will:

3.2.1 not sell or give your personal information away, use it, other than in terms of this policy;

3.2.2 retain the personal information only for as long as we are required by law to do so.

4. YOUR RIGHTS

4.1 You may at any time request us to confirm what personal information we have relating to you and by whom it was accessed. We may charge a fee for the latter.

4.2 You may ask us to update or delete your information or to refrain from using it. Note that we may refuse to delete information if such deletion would compromise an obligation in law that is imposed on us and which requires of us to keep the information for a determined period or would otherwise impact on our ability to render our business services. Should any damage arise to you from your request in these circumstances, you indemnify us against any claim for damages that may follow as a result hereof.

4.3 You may otherwise ask us to delete any information we have about you but we might refuse if we need your personal information to protect our rights, or if the law obliges us to keep it. In these circumstances, if we refuse to delete your personal information, we will advise you of the fact that we did not delete the personal information and provide you with a reason therefor.

4.4 You may enquire from us about your personal information that we have, and how, if at all, it was used.

4.5 For assistance to exercise your rights as explained in this paragraph, contact our Information Officer whose details appear in paragraph 1 hereof.

5. SECURITY BREACH

5.1 Although absolute security cannot be guaranteed whether in respect of our physical data storage or any data stored electronically, we have in place up-to-date, reasonable

technical and organisational security measures to protect your personal information against accidental or intentional manipulation, loss, misuse, destruction or against unauthorised disclosure or access to the information we collect online.

- 5.2 However, should a data compromise occur, we will ascertain how and where the compromise occurred and make sure that the exposed area in our systems is addressed immediately.
- 5.3 We will ascertain which data has become vulnerable as a result and notify you, if reasonably possible or otherwise as directed by the Information Regulator, if the compromise may affect you and assist you to minimise any potential damages that you may suffer as a result, where possible. Such notification may take place by way of email to you, or by way of notice on our website, or otherwise.
- 5.4 Thus, while we cannot ensure or warrant the security of any personal information you provide to us, we will continue to maintain and improve these security measures over time in line with legal and technological developments.

6. STORING YOUR PERSONAL INFORMATION

- 6.1 We store your personal information, whether electronic or physical, in South Africa.
- 6.2 Your information will not be stored for longer than is necessary for the purposes described in this privacy policy.

7. CHANGES TO THIS PRIVACY POLICY

- 7.1 From time to time, we may revise this privacy policy to reflect our business initiatives, changes in the law or technology or changes in our practices regarding the collection and use of personal information. If we decide to change this privacy policy, the changes will be posted on our website so that you are always informed of the latest version.

7.2 We will not use or disclose personal information provided to us pursuant to this Privacy Policy in ways other than the ones described above, without informing you and providing you with the opportunity to consent to such modified conditions concerning the use and disclosure of your personal information.

Date: September 2024

HARDIE PROPERTY

☎ +27 76 252 7254 ✉ INFO@HARDIEPROPERTY.COM
SPACES, 4TH FLOOR, SUNCLARE BLDG, 21 DREYER STREET, CAPE TOWN, 7708
HARDIEPROPERTY.COM