

1) Who we are

Company: Envisual Properties (Pty) Ltd

Registration number: 2020/906092/07

Registered address: 2 Picardie Street, Courtrai, Paarl, 7646

Contact: (021) 891 3382

This policy applies to our main website and all development websites that we own and manage, including pages and forms used for lead generation on Meta (Facebook/Instagram) and Google.

2) The personal information we collect

When you submit an enquiry or lead form, we collect:

- Name and surname
- Contact number
- Email address
- Area/Place you reside in

We may also collect basic technical data (e.g., device, browser, and cookies) to keep the site secure and to measure traffic. You can control cookies in your browser settings.

3) How and why we use your information

We process your information to:

- Contact you about your enquiry regarding our services, listings, or developments.
- Allocate your enquiry to the correct agent or development team and arrange follow-ups (phone, email, messaging).
- Send you relevant property information and updates where you have asked for or **consented** to direct marketing.
- Keep basic records of enquiries for administration, quality assurance, and legal reporting.

We only process what is necessary for the above purposes and in line with POPIA's conditions for lawful processing (including lawfulness, minimality, purpose specification, and openness).

4) Direct marketing

We will only send you electronic direct marketing (e.g., emails, SMS, WhatsApp) **with your prior consent**, or as otherwise permitted by law. You can withdraw consent or opt-

out at any time by using the unsubscribe instructions in our message or by contacting us (see Section 1). We will then stop marketing communications, while retaining minimal records needed to honour your request. This section reflects POPIA Section 69 on direct marketing.

5) Sharing your information

We do **not** sell or share your personal information with unrelated third parties. We only share your information with:

- Our appointed agents and internal teams to respond to your enquiry.
- Our contracted service providers ("operators" under POPIA) such as website hosts, CRM tools, and advertising platforms (e.g., Meta, Google) who process information on our instructions and under confidentiality and security obligations.

6) Transfers outside South Africa

Some service providers or their servers may be located outside South Africa. Where information is transferred cross-border, we ensure the recipient is subject to a law, binding corporate rules, or a binding agreement that provides an **adequate level of protection**, or we rely on another lawful ground permitted by POPIA Section 72.

7) Security safeguards

We use reasonable, appropriate technical and organisational measures to secure personal information against loss, unauthorised access, or disclosure. Access is limited to personnel and operators who need it to perform their duties and are bound by confidentiality obligations.

8) How long we keep your information

We keep enquiry records only as long as needed for the purposes above (typically **24 months** from your last interaction) or as required by applicable law, after which we securely delete or de-identify the records.

9) Your rights

You have the right to:

- **Access** the personal information we hold about you;
- **Request correction or deletion** of personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or unlawfully obtained, or that we are no longer authorised to retain;
- **Object** to certain processing, including direct marketing;

- **Withdraw consent** where processing is based on your consent.

To exercise these rights, please contact our Information Officer (Section 1). These rights reflect POPIA Sections 5 and 24.

10) Lodging a complaint

If you are not satisfied with our response, you may lodge a complaint with the Information Regulator (South Africa):

Information Regulator (South Africa)

Address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

Tel: 010 023 5200 | **Toll-free:** 0800 017 160

Email: enquiries@inforegulator.org.za

POPIA complaints: POPIAComplaints@inforegulator.org.za

11) Children

Our websites and services are not directed at children. We do not knowingly collect personal information of persons under 18 without the consent of a competent person (parent/guardian) where applicable.

12) Updates to this policy

We may update this policy from time to time. The latest version will always be available on our websites with the effective date at the top.