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Privacy policy

We respect your right to privacy and, therefore, aim to ensure that we comply with the legal requirements of the POPI Act. Below, we've outlined the procedures we have in place to safeguard your privacy, ways we use the information we collect and ways to limit the use of this information **according to your preferences**.

What information we collect

1. Name and surname;
2. Email Address,
3. Contact details,
4. Registration numbers,
5. VAT numbers,
6. Identity numbers and
7. Bank details

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

Why do we collect Personal Information

Eazi will only use your personal information to compile the Website provide you with information, communicate with you, respond to enquiries made by you, manage our relationship with you and provide services or marketing material to you, including alerts on new property for sale or recently sold properties matching your search criteria (where you have opted to receive such material or submitted your details to receive regular information from us via email).

We collect personal information in order to liaise with you telephonically via our website or email so that we may:

1. Respond to any query or comment received from you;
2. inform you of new services;
3. enable us to process, validate and verify information and requests for the supply of services;
4. for the purposes for which you specifically provided the information;
5. statistical and/or data analysis;
6. legislative/regulatory reporting requirements;
7. measuring the effectiveness of our advertising and attributing enquiries to the advertisements that led to them (see "Advertising measurement" below).

We or our agents and/or subcontractors may contact you by post, email or telephone from time to time to ask you for your feedback and comments on our services. **On each occasion, you will be provided with the option to "opt-out".**

Minors

If you are under 18 years of age (minor), we will require the consent of your parent/guardian/competent person before we process such personal information.

We will share your personal information:

1. in order to comply with applicable law or with legal process served on our company;
2. in order to protect and defend the rights or property of our company; and
3. with employees and/or third parties who assist us in providing services to you and thus require your personal information in order to render a proper and efficient service. We will ensure that all such employees and third-party service providers, having access to your personal information, are bound by confidentiality agreements.
4. Your personal information may, in the ordinary course of business, move between different companies or business units in Eazi. This may involve the transfer of your personal information outside the borders of

South Africa, provided that the disclosure of your personal information shall be in accordance with the purpose for which the personal information was collected from you. There may also be situations where the law requires us to disclose your personal information. In all other situations, Eazi will not disclose your personal information without giving you prior notice thereof and an opportunity to give your consent thereto

5. Eazi will not use your personal information for any purpose (other than as stated above) without your consent;
6. with the advertising and analytics providers named under "Advertising measurement" below (Google and Meta), limited to the data and purposes described there.

Security Measures

This site is protected by reCAPTCHA and the Google *Privacy Policy* and *Terms of Service* apply.

You acknowledge that the Internet is not a secure medium; however, we have put in place various security measures to protect your personal information. Eazi takes security and privacy of your personal information seriously and we have internal procedures in place which cover storage, access and disclosure of your personal information.

We will:

1. Treat your personal information as strictly confidential;
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 reasonable 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 request;
6. Upon your reasonable written request and subject to legislation, return or destroy any and all of your personal information which may be in our possession or control;
7. We will not retain your personal information longer than the period for which it was originally required, unless we are required by law to do so, or you consent to us retaining such information for a longer period; and
8. We will ensure that all Eazi employees, agents and/or third party service providers having access to your personal information are bound by appropriate confidentiality and non-use obligations in relation to your personal information.

ALTHOUGH WE TAKE THE AFOREMENTIONED PRECAUTIONS IN PROTECTING YOUR PERSONAL INFORMATION, WE SHALL HOWEVER NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION IF BEYOND OUR REASONABLE CONTROL.

Collection of Information From our Website

Whilst using the Website, Eazi may electronically collect, store and use certain "*personal information*" about you as is set out in this Privacy Policy. The term "***personal information***" shall bear the same meaning under this Privacy Policy as defined in the Protection of Personal Information Act, 4 of 2013. In using and/or accessing the Website you may provide us with (or we may, from time to time, require you to provide us with) certain "personal information" which may include, but is not limited to, information pertaining to your:

1. Name and surname;
2. Email address; and
3. Mobile number.

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Collection of Information Through "Cookies"

You are aware that information and data is automatically collected through the standard operation of the Internet servers and through the use of "cookies". "Cookies" are small text files a website can use to recognise repeat users, facilitate the user's ongoing access to and use of the website and allow a website to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising. Cookies are not programs that come onto your system and damage files. Generally, cookies work by assigning a unique number to you that has no meaning outside the assigning site. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide you with certain features (e.g., customized delivery of information) available on our Websites.

1. The Website uses "cookies" or similar technology through which we may automatically collect personal information about you (being your name, surname, email address and mobile number). "Cookies" will further be used to record the properties that you have browsed. We collect this information in order that we may show those properties to you again and provide you with recommendations based on your search criteria. The cookies we use, their purposes and how to control them are set out under "Cookies we use" below.
2. You can set your browser to notify you when you are sent a "Cookie", giving you the chance to decide whether or not to accept it. If you accept a "cookie" or fail to deny the use of "cookies", you consent to our use of your personal information collected using "cookies" (subject to the provisions of this Privacy Policy and the Terms and Conditions).
3. The Website also utilises remarketing (or similar audiences) in Google Ads, allowing us to show ads to users who have previously visited the Website as they browse the Web. In other words, if you visit our Website and then visit another unrelated website, an ad for our Website may be shown on that site. Through this we are able to present you with highly relevant advertisements and offers across the Web.
4. The remarketing tag is placed across all non-sensitive pages on our Website. When you visit different pages, your "cookie" identity is added to the remarketing list.
5. If you do not accept Google's use of "cookies" you can manage how Google personalises and measures advertising at **myadcenter.google.com** and opt out of Google Analytics at **tools.google.com/dlpage/gaoptout**. You can manage Meta (Facebook) advertising preferences at **facebook.com/adpreferences**. Your browser settings also allow you to block or delete cookies; see **www.allaboutcookies.org**.

Cookies we use

The table below lists the cookies set when you use the Website. Essential cookies are required for the Website to work and cannot be switched off in our systems; the other categories can be limited as described in point 5 above.

Category	Cookie	Set by	Purpose	Expires
Essential	JSESSIONID	Eazi	Keeps your session while you browse and when signed in	When you close your browser
Essential	AWSALB, AWSALBCORS	Eazi (AWS load balancer)	Routes your requests to the same server during a visit	7 days
Essential	eazi_cn	Eazi	Remembers that you have seen our cookie notice	12 months
Essential	_GRECAPTCHA	Google reCAPTCHA	Protects our forms against spam and abuse	6 months
Analytics	_ga, _ga_BJ7WVN990B	Google Analytics 4	Distinguishes visitors and sessions so we can measure how the Website is used	13 months

Category	Cookie	Set by	Purpose	Expires
Analytics	_gid	Google Analytics 4	Distinguishes visitors	24 hours
Analytics	zabUserId, zps-tgr-dts, zpsCookieMeta, zft-sdc	Zoho PageSense	Usage analysis, heatmaps and A/B testing of page layouts	Up to 13 months
Advertising	_gcl_au, _gcl_aw	Google Ads	Records that you arrived from one of our Google advertisements so that enquiries can be attributed to it	90 days
Advertising	_fbp	Meta (Facebook) pixel	Measures and improves our Facebook and Instagram advertising	90 days

We may update this list when the cookies or services we use change; the date at the foot of this Privacy Policy shows when it was last revised.

Advertising measurement

When you submit an enquiry or valuation request on our Website, we share a hashed (one-way encrypted) version of your email address, phone number and name, together with the fact that you enquired, with Google Ads. Google uses this only to determine whether your enquiry followed a click on one of our advertisements and to report the result to us in aggregate. Google does not receive your details in readable form and does not use them for its own purposes.

Our Website also uses Google Analytics 4 to measure how the Website is used and the Meta (Facebook) pixel to measure and improve our advertising on Facebook and Instagram. These services use the cookies listed under "Cookies we use" above.

Google and Meta process this data on our behalf outside South Africa. They are bound by contractual terms that provide substantially similar protection to that required by the Protection of Personal Information Act, 4 of 2013. You can limit Google's use of your data at **myadcenter.google.com** and Meta's at **facebook.com/adpreferences**.

Collection of Information Through Social Media

1. If you share our Website or Website Content (as defined under the Terms and Conditions) on any social media (such as Facebook or X previously known as Twitter) your personal information (e.g. your name and the fact that you are interested in anything advertised or displayed on the Website) will be visible to all the visitors of your personal webpage on Facebook and/or X previously known as Twitter.
2. When you use social media websites the terms and conditions (including the privacy policy/ies) of such social media website/s will apply to you.
3. Eazi is not responsible for the processing of personal information or the privacy policy/ies of such social media website/s. This Privacy Policy is therefore not applicable to such social media website/s.
4. If you disclose your personal information to a third party such as Facebook or X previously known as Twitter, Eazi will not be liable for any loss or damage, howsoever arising (whether direct, indirect or consequential), suffered by you as a result of the disclosure of your personal information to such third parties. This is because Eazi do not regulate or control how such third parties use your personal information. You should always ensure that you read and understand the privacy policies of such third parties / social media website/s.

Collection of Information Through the Eazi Facebook Page

We have a Facebook page. When you communicate with us through our Facebook page (for example, when you post a comment, upload media, send a personal message or become a fan of us by clicking the "Like" button) we

may receive personal information about you (such as your (user) name, profile photo, your hometown, your email address and/or your gender). The manner in which your personal information is used will be described in the applicable Facebook privacy policy.

You should read the Facebook privacy policy together with this Privacy Policy and the terms of use and/or other privacy statements on Facebook. Eazi encourages you to carefully read the Facebook privacy policy, terms of use and other privacy statements on Facebook which may differ from this Privacy Policy.

Sale of Business

In the event that Eazi's business is sold or integrated with another business your personal information may be disclosed to our advisers and any prospective purchaser and their advisers and will be passed on to the new owners of the business. We will use commercially reasonable efforts to notify you (by posting on the Website or via an email sent to your email address provided to us) of any such change.

Updating Your Personal Information

Should your personal information change or if you would like to review or delete your personal information you should do this directly on the Website through the registration section by following the easy steps below:

1. Log in and click on "***My Profile***" under the My Eazi menu;
2. after you have clicked on "my settings" you will see your personal information;
3. update your personal information,

Further to the above, you may contact us at support@eazi.com to correct or de-identify your personal information. Upon receipt of such request and subject to legislation, we shall, as soon as is reasonably practicable:

1. correct your personal information;
2. de-identify your personal information;
3. provide you with evidence in support of the personal information held by us; or
4. where agreement cannot be reached, and if you so request, take such steps (as are reasonable in the circumstances) to attach your personal information, in such a manner that it will always be read with your personal information, an indication that a correction of your personal information has been requested but has not been made by us.

We shall provide you with reasonable confirmation that the above mentioned actions (whichever may be applicable) have taken place.

Consent

By visiting our Website, you consent to us using your personal information as set out in this Privacy Policy.

Eazi has a global reach. As such, there is a possibility that your personal information may have to be transferred to countries outside of South Africa. Insofar as your information may be transferred outside of South Africa, Eazi shall take reasonable organisational and/ or contractual measures to ensure that your personal information is processed by such third parties for the purposes for which it has been provided to us and that the required levels of protection have been implemented by such third parties to safeguard your personal information. Where we use service providers located outside South Africa, such as Google and Meta, they are bound by written agreements that provide substantially similar protection to that required by the Protection of Personal Information Act, 4 of 2013. **By using the Website and submitting your personal information to us, you consent to your personal information being transferred outside of South Africa.**

Opting "Out"

Should you not wish to receive any marketing and promotional or other information from Eazi, you may request Eazi to cease sending you such information or request that your personal information be removed from our database or mailing list at any time. You will have the right to opt-out of receiving any communications from Eazi by notifying Eazi in writing.

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Password and Username

It is your responsibility to choose a password and to keep it safe. You agree and warrant that your username and password shall:

1. be used for personal use only; and
2. not be disclosed by you to any third party.

For security purposes you agree to enter the correct username and password whenever accessing your account on the Website, failing which you will be denied access.

You agree that you will be granted access to the Website once the correct username and password have been entered, irrespective of whether the use of the username and password is unauthorised or fraudulent. We cannot be held responsible for personal information being compromised due to a non-secure, disclosed or stolen password.

You agree to notify Eazi immediately upon becoming aware of or reasonably suspecting any unauthorised access to or use of your username and password and to take steps to mitigate any resultant loss or harm.

Amendment

We may change our Privacy Policy in our sole discretion and at any time without informing you thereof in writing. It is your responsibility to visit the Website periodically to review the Privacy Policy to which you are bound. If we change our Privacy Policy we will post the changes on the Website so that you may be aware of the personal information we collect and how we use it at all times.

Your rights

You have the right at any time to:

1. Rectify the Personal Information collected by us;
2. Object to the processing of Personal Information (subject to legislation);
3. Request the return or destruction of Personal Information (subject to legislation);
4. Lodge a complaint with the company.

All enquiries must be addressed to the information officer: Brynn Janeke, who can be contacted via email at informationofficer@eazi.com or via telephone on 0860 000 777. You can also complain to the Information Regulator if you are unhappy with how we have used your information. You can also complain to the Information Regulator if you are unhappy with how we have used your information.
Their contact details are as follows:

- The Information Regulator (South Africa)
- ADDRESS: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg
- COMPLAINTS: POPIAComplaints@inforegulator.org.za PAIAComplaints@inforegulator.org.za
- GENERAL QUERIES: enquiries@inforegulator.org.za

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