

## **PRIVACY POLICY**

Persons accessing the Shaw & Wall website subject themselves to and agree to Shaw & Wall's terms, conditions and privacy policy, as set out below.

### **Introduction**

Shaw & Wall respects and is committed to protecting your privacy. This policy explains how we collect, use, disclose and store your personal information properly, lawfully and transparently. This policy applies to you when you visit our website and make e-mail enquiries about products or services as a customer. We may change this policy at any time, where such changes will appear on our website.

### **Personal information**

Your personal information is information received from you, that you provide us with, upon contacting us via our website, in respect of an enquiry or property services, voluntarily. It excludes anonymous, statistical and public information. You may only send us your own personal information or someone else's personal information if you have their permission to do so.

### **Acceptance**

You may not correspond with us regarding any of our services offered if you do not accept this policy or any changes to it.

### **Collection and consent**

We may ask you to provide us with certain personal information such as first name, surname, and/or contact number when you contact us via our website for the first time. We may ask you to provide us certain optional information on a voluntary basis at which time we will obtain your consent in accordance with privacy laws.

### **How we use your information**

We will use your personal information only for the purposes for which it was supplied by you and agreed with you, in performing and fulfilling our duties to you as property brokers, communicating with you via e-mail regarding our services, performing administrative duties and any other reasonably required purpose relating to our business.

### **Disclosure and transfer of information**

We may disclose or transfer your personal information to third parties for the purposes of fulfilling our obligations to you, including with our service providers who help us meet our obligations to you, our employees (if necessary) or third parties if required by applicable law, for legal reasons or a court order. We will require anyone that we share your personal information with to agree to honour this policy whenever possible in terms of applicable law.

### **Information security**

We shall secure and protect the integrity and confidentiality of your personal information and do our best to comply with applicable data protection laws. Our website is hosted through a secure server environment to prevent interference or access from outside intruders. No unauthorized access and use of personal information is allowed. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

### **Storage**

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.

**Correction and destruction of your information**

We will do our best to keep your information that we collect accurate and up to date. You have the right to ask us to update, correct or delete your personal information at any time. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. You may update or remove your personal information by contacting us. You hereby indemnify and hold us harmless for any loss, damages or injury that you may incur as a result of your furnishing incorrect or incomplete personal information to us.

Should we no longer require your personal information the said information will be disposed of in the appropriate manner in order that none of the information shall be legible thereafter.

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

Please contact us via e-mail should you require any further information regarding the contents of this policy.