

Eris Property Group Privacy Policy

WHO WE ARE

Eris Property Group (Proprietary) Limited (Eris) is a property development and services group, which provides a range of commercial property skills in the South African and sub-Saharan African markets. Eris will maintain the confidentiality of your personal information and comply with the Protection of Personal Information Act 4 of 2013 (POPIA) when processing your personal information.

This notice applies to South African entities within the Eris Property Group of companies, its divisions, and activities and any processing of personal information within the borders of South Africa.

Eris comprises of various divisions that provide, among others, the following services:

- Property Management Services
- Property Development Services
- Facility Management Services
- Property Valuations Services
- Property Advisory Services
- Property Leasing Services

Persons accessing the Eris Property Group web site, subject themselves to and agree to Eris Property Group (PTY) Ltd terms conditions and privacy policy, as set out below.

WEBSITE DISCLAIMER

The information and content made available on this Web Site is provided by Eris Property Group, detailing information about our company and its services. We make no representations or warranties, implied or otherwise, that, amongst others, the content available on this Web Site is free from errors or omissions or that the service will be 100% uninterrupted and error free.

We have taken, and will continue to take, due care and diligence that all information provided on this Web Site is, to the best of our knowledge and understanding, true and correct. However, Eris Property Group shall not be liable for any damage, loss or liability of whatsoever nature arising from the use or inability to use this Web Site, any information or content provided from and through this Web Site.

There is no warranty of any kind, expressed or implied, regarding the information supplied on this Web Site or in respect of any aspect of our services. Any warranty implied by law is hereby excluded, except to the extent to which such exclusion would be unlawful.

Information, ideas and opinions expressed on this site should not be regarded as professional advice. Users are encouraged to consult Eris Property Group before taking any course of action related to information or opinions expressed on this site.

This Web Site is supplied on an "as is" basis and has not been compiled or supplied to meet the user's individual requirements. It is the sole responsibility of the user, prior to entering into any agreement with Eris Property Group, to satisfy himself or herself that the service available through this Web Site will meet the user's individual requirements.

USAGE

This Web Site is only intended to provide the user with information regarding Eris Property Group, and services rendered. Eris Property Group authorises the user to view, copy, download to a local drive, print, and distribute the content of this Web Site, or any part thereof, provided that: a. such content is used for informational and/or non-commercial purposes only; and b. any reproduction of the content of this Web Site, or portions thereof, must include the following copyright notice: © Eris Property Group. Users wishing

to use any content from this site for commercial purposes may only do so with prior written permission from Eris Property Group.

INTELLECTUAL PROPERTY RIGHTS

All content, trademarks and data on this Web Site, including but not limited to text, designs, graphics, and icons are the property of Eris Property Group. As such they are protected from infringement by domestic and international legislation and treaties. Subject to the rights afforded to the user herein, all other rights to all intellectual property on this site are expressly reserved and no license to Eris Property Group intellectual property has been granted on this Web Site.

INFORMATION NOT UPDATED OR TO BE RELIED ON

While Eris Property Group uses all reasonable efforts to include accurate and up-to-date information on the Web Site, Eris Property Group makes no warranties or representations with respect to the content of the Web Site. Eris Property Group assumes no responsibility for updating the Web Site or its content or notifying users of information that is inaccurate, incomplete, or out-of-date.

NO LIABILITY

Eris Property Group assumes no responsibility, and shall not be liable for, any damages to, or viruses that may infect your computer equipment or other property on account of your access to, use of, or browsing this Web Site or your downloading of any materials, data, text, or images from the Web Site.

Eris Property Group will not be held responsible or liable for any interruption or discontinuance of any or all functionality of this Web Site, whether the result of actions or omission of Eris Property Group or a third party.

Eris Property Group accepts no responsibility or liability whatsoever arising from or in any way connected with the use of this Web Site or its content. Eris Property Group will not be liable for the accuracy, completeness, adequacy, timeliness or comprehensiveness of the information contained on the Web Site.

CHANGES AND AMENDMENTS

Eris Property Group expressly reserves the right to alter and/or amend any information set out in this Web Site without notice. Furthermore, Eris Property Group may at any time revise or update these terms and conditions. The user is bound by such revisions and should therefore periodically visit this page.

AGREEMENTS IN TERMS OF SECTION 21 OF THE ELECTRONIC COMMUNICATIONS AND TRANSACTION ACT

No information or data on this Web Site constitutes a solicitation, recommendation, endorsement or offer by Eris Property Group, but merely an invitation to do business. No agreements shall be concluded merely by sending a data message to this Web Site or its owners. Valid agreements require an acknowledgement and offer, or receipt from this Web Site.

ELECTRONIC COMMUNICATIONS

By using this Web Site or communicating with Eris Property Group by electronic means, the user consents and acknowledges that any and all agreements, notices, disclosures, or any other communication satisfies any legal requirement, including but not limited to the requirement that such communications should be in writing.

LINKS TO THIRD PARTY SITES

Eris Property Group provides links to third party sites to the user only as a convenience. Such third-party information is independent from that provided by Eris Property Group. Eris Property Group accepts no responsibility for the content or accuracy or the use of such other web sites and does not endorse and shall not be deemed to have endorsed or accepted, their contents. Linked web sites or pages are not subject to Eris Property Group control. Eris Property Group shall not be held responsible or liable, directly or indirectly, in any way for the contents of such web sites, the use of such web sites, or inability to use or access any linked web sites or any links contained in a linked Web Site.

SECURITY OF INFORMATION

It is expressly prohibited for any person, business or entity to gain or attempt to gain unauthorised access to any page on this Web Site, or to deliver or attempt to deliver any unauthorised, damaging or malicious code to this Web Site. Any person who delivers or attempts to deliver any unauthorised, damaging or malicious code to this Web Site or attempts to gain unauthorised access to any page on this Web Site shall be held criminally liable. In the event that Eris Property Group should suffer any damage or loss, civil damages will be claimed.

SEVERABILITY

These terms and conditions of use constitute the entire agreement between Eris Property Group and the user of this Web Site. Any failure by Eris Property Group to exercise or enforce any right or provision of these terms and conditions of use shall in no way constitute a waiver of such right or provision.

In the event that any term or condition of the use of this Web Site is not fully enforceable or valid for any reason, such term(s) or condition(s) shall be severable from the remaining terms and conditions. The remaining terms and conditions shall not be affected by such enforceability or invalidity and shall remain enforceable and applicable.

APPLICABLE AND GOVERNING LAW

This Web Site is hosted, controlled and operated from the Republic of South Africa, and thus South African law governs the use or inability to use this Web Site and these terms and conditions.

CONTACT INFORMATION

Any questions, queries, or requests to use any part of this Web Site can be directed to:

Eris Property Group: Contact Number: 011 775 1000
Alternatively, please make use of our [Contact Us](#) page.

E-MAIL ADDRESS AND TELEPHONE NUMBER

We will only record your e-mail address and telephone number if you send us a message using our Web Site. It will only be used for the purpose for which you provide it and will not be added to a mailing list unless you request that this be done. We will not disclose it without your consent.

E-MAIL SUBSCRIPTIONS

We maintain a list of e-mail addresses to which Eris Property Group Newsletter, our regular newsletter, is sent. Individuals must affirmatively request to join this list by using the subscribe form on the news page of our Web Site. Any members of this list may choose to unsubscribe at any time by using the same form. Our list server has been configured in such a way that the e-mail addresses can only be accessed by authorised Eris Property Group staff.

COOKIES

This Web Site makes use of cookies - a very small text file placed on your hard drive by a web server. Basically, it is your unique identification card that can only be read by the server that gave it to you.

Our server generates one cookie which is used to keep track of the pages you have accessed while using our server. The cookie allows you to page back and forwards through the Web Site and return to pages you have already visited. The cookie exists only for the time you are accessing our server.

Cookies are not used for any other purpose at this Web Site. We do not use cookies to collect personal information.

You may prevent the use of cookies by configuring your web browser accordingly. This may, however, hinder the Web Site's functionality.

INFORMATION LOGGED

When you visit this Web Site, our server logs the following information provided by your browser:

- the type of browser and operating system your computer uses.
- your domain name extension (for example .com, .co.za).
- the referring site's address (the site where you clicked the link that led you to us).
- your server's IP address (a number which is unique to the computer connecting you to the Internet, which is usually one of your service provider's computers).
- the date and time of your visit.
- the address of the pages visited.
- the documents downloaded.

This information is used only for statistical analysis or system administration purposes. It is not associated or correlated with any other information we collect about you.

LINKS TO OTHER SITES

This Web Site contains links to other sites. Eris Property Group is not responsible for the privacy practices of these other web sites.

GOOGLE DISCLAIMER

We use third-party advertising companies to serve ads when you visit our website. These companies may use information (not including your name, address, email address, or telephone number) about your visits to this and other websites in order to provide advertisements about goods and services of interest to you. If you would like more information about this practice and to know your choices about not having this information used by these companies please email popi@eris.co.za.

PRIVACY OF DATA SUBJECT PERSONAL INFORMATION

Eris Property Group respects your privacy and is committed to keeping your information confidential. Generally, you can visit our Web Site without having to divulge any personal information about yourself. However, while using this Web Site you may provide information about yourself or it may be collected by us.

Any and all information collected at this site or provided to us through any other means will be kept strictly confidential. It will not be sold, loaned, reused or otherwise disclosed to any organisation. This applies to e-mail addresses and all other personal information.

We will only collect, disclose, collate, process and store (use) your personal information with your express permission, unless legally required to do so, and will only use such information for the lawful purpose for which it is required.

Personal information collected by Eris Property Group can include a data subject's name, contact details, physical address, identity number/passport number/registration number, gender, birth date and place of birth, national origin, or bank account information.

When personal information is collected, Eris Property Group will indicate the purpose for the collection and whether the information required is compulsory or voluntary. We will process/share your personal information with the following as required:

- Law enforcement and fraud prevention agencies, and other persons tasked with the prevention and prosecution of crime;
- Regulatory authorities, government departments and local and international tax authorities;
- Credit Bureaux / Credit Reporting Agencies / Anti-money Laundering and counter-terrorism databases;
- Our service providers, brokers and sub-contractors such as couriers and other persons we use to offer and provide services to you;
- Courts of law or tribunals; and or
- Our joint venture partners

We will process your personal information for the following reasons:

- Giving effect to a legal agreement/contract;
- To process payment instruments (such as EFT) and payment instructions (such as a debit order);
- To conduct affordability assessments, credit assessments and credit scoring (where applicable);
- To open, manage and maintain your account, contracts, agreements or relationship with us;
- To disclose and obtain personal information from credit bureaux/Credit Reporting Agencies regarding your credit history;
- To enable us to deliver documents or notices to you;
- For security and identity verification, and to check the accuracy of your personal information;
- To communicate with you and carry out your instructions and requests; and/or
- For any other related purposes.

Eris Property Group collects information directly from you, the Data Subject. Eris Property Group may appoint third parties to collect information on our behalf. The source from which personal information was obtained, if not directly from you, may include public sources and third parties, for the purpose of conducting our business.

We will only disclose or report personal information if and when required to do so by law or any regulatory authority and to our employees who require such information to carry out their duties.

Personal information is used as is appropriate in the normal course of business to provide the services you have requested. We will only process your personal information for lawful purposes relating to our business if the following circumstances apply:

- It is necessary to conclude or perform under a contract/agreement we have with you;
- A person legally authorised by you, the law or a court, has consented thereto;
- The law requires or permits it; and/or
- It is required to protect or pursue your, our or a third party's legitimate interest.

We may retain any information for purposes of ongoing business relationships or to communicate directly with you. Personal information will be retained in terms of South African laws and regulations.

Please note that, while all attempts are made to secure information transmitted to this Web Site or via email, if you are submitting personal details or other information over the Internet which you wish to remain private, there is a possibility that information you submit could be observed by a third party while in transit.

Eris Property Group will take all reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. The company will store all the personal information in secured environments, for example on secured servers in a protected data centre. By providing your personal information to us, you acknowledge that the secured servers may not be based within the borders of South Africa and you consent to your personal information being stored on these secure servers.

Furthermore, we will only transfer your personal information to third parties in another country where the transfer is necessary to enter into, or perform, under a contract with you or contract with a third party that is in your interest. Where possible, the party processing your personal information in the other country will agree to apply the same level of protection as available by law in South Africa. Note that Eris Property Group operates in several countries and thus your personal information may be shared within the Eris group entities in other countries and processed in those countries.

You may request to review your personal information contained in Eris Property Group's records at any time to correct or update the information. If the purpose for which your personal information was requested initially does not exist anymore, you may request information held by the company to be removed. However, Eris Property Group can decline your request to delete the information from its records if other legislation requires the continued retention thereof or if it has been de-identified. For more details on this process, and the respective forms to complete, review the Compliance Requirements section on our Web Site.

UPDATING OF THIS PRIVACY POLICY

Eris Property Group may update this policy periodically and an updated version may be requested, for example through a postal request or through an email request sent to popi@eris.co.za.