

# EstateMate.



[www.estatemate.co.za](http://www.estatemate.co.za)



[info@estatemate.co.za](mailto:info@estatemate.co.za)



010 140 9794

## PRIVACY POLICY

### **What is this Privacy Policy for?**

This privacy policy relates the mobile and web application “EstateMate” (herein referred to as ‘the application’) which is owned by EstateMate International Pty Ltd. This policy governs user privacy and outlines the obligations and requirements of the users; the application; and application owners. Details relating to how the application processes, stores and protects user data and information will be found within this policy.

### **The Application**

This application and its owners take a proactive approach to user privacy, and ensure all necessary steps are taken to protect the privacy of its users throughout their visiting experience.

Estatemate is committed to ensuring the privacy of all users and Licensee's is upheld, along with all requirements set forth by the Protection of Personal Information Act No 4. of 2013 (POPIA). The Software does collect personally identifiable information, such as: name, surname, email address, contact number, and country, which is necessary for the fulfilment of the functions of the App and to enable the Licensee to enjoy the full suite of features offered by the Application.

EstateMate will never share your information with any third party, and you (as Data Subject) are afforded the right to request access to any information we hold; to request that we delete information we hold relating to you or to correct/update said information.

### **Data Storage**

Data entered into the App or collected by the App is immediately encrypted and uploaded to a secure cloud based platform. Estatemate has a contract with Google Cloud Services, and has verified that Google is compliant with both local and international data privacy legislation. No data is accessed by any unauthorized personnel, nor without the express consent of the Data Subject.

### **Use of Cookies**

This application uses cookies to improve the users experience whilst using the application. Where applicable, this application uses a cookie control system allowing the user to allow or disallow the use of cookies on their computer/device, on their first visit to the application. Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the application. This allows the application, through its server, to provide the users with a tailored experience within the application. Users are advised that if they wish to deny the use and saving of cookies from this application on to their computers hard drive they should take necessary steps within their web browsers security settings to block all cookies from this application and its external serving vendors.

### **Third Party Websites and Applications**



EstateMate International

REG No: 2019/505571/07

VAT No. 4880289089

82 Apex Road East, Apex, Benoni, Gauteng, 2131



The application does utilize some third-party content that is not exclusively operated or controlled by EstateMate and therefore is not subject to this Privacy Policy. All users are encouraged to review the applicable third-party privacy policies, evaluate any potential risks and assess periodically thereafter. Google +, Google Analytics - EstateMate maintains official Google+ Pages. Our intention with these Pages is to encourage conversation between EstateMate and the public as well as sharing real time information. Your use of Google+, and the privacy of your information on Google+ is outlined in the Google+ Privacy page. Google+ provides a number of privacy settings and controls to allow you to manage how your personal information is shared with others. EstateMate does have access to a subset of this information in the form of basic statistics for the Pages that we maintain.

## Contact & Communication

Users contacting this application and/or its owners do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use. Every effort has been made to ensure a safe and secure form to email submission process but advise users using such form to email processes that they do so at their own risk.

This application and its owners use any information submitted to provide you with further information about the products / services they offer or to assist you in answering any questions or queries you may have submitted. This includes using your details to subscribe you to any email newsletter program the application operates but only if this was made clear to you and your express permission was granted when submitting any form to email process. Or whereby you the consumer have previously purchased from or enquired about purchasing from the company a product or service that the email newsletter relates to. This is by no means an entire list of your user rights in regard to receiving email marketing material. Your details are not passed on to any third parties.

## Email Newsletter

This application operates an email newsletter program and feedback survey program, used to inform subscribers about products and services supplied by this application, or improve and enhance the application. Users can subscribe through an online automated process should they wish to do so. Some subscriptions may be manually processed through prior written agreement with the user.

No personal details are passed on to third parties. You may request a copy of personal information held about you by this application's email newsletter program. A small fee will be payable. If you would like a copy of the information held on you, please email the business support email address at the bottom of this policy.

Email marketing campaigns published by this application or its owners may contain tracking facilities within the actual email. Subscriber activity is tracked and stored in a database for future analysis and evaluation. Such tracked activity may include; the opening of emails, forwarding of emails, the clicking of links within the email content, times, dates and frequency of activity. This information is used to refine future email campaigns and supply the user with more relevant content based around their activity.

Subscribers are given the opportunity to un-subscribe at any time through an automated system. This process is detailed at the footer of each email campaign. If an automated un-subscription system is unavailable, clear instructions on how to un-subscribe will be detailed instead.





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## External Links

Although this application only looks to include quality, safe and relevant external links, users are advised adopt a policy of caution before clicking any external web links mentioned throughout this application. The owners of this application cannot guarantee or verify the contents of any externally linked application despite their best efforts. Users should therefore note they click on external links at their own risk and this application and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

## How to Contact Us

If you have questions or concerns about this notice or EstateMate's treatment of your personal information, would like to view EstateMate's full suite of privacy Policies, or would like to access or correct your personal information, please contact us at:

EstateMate International Pty Ltd  
Email: [privacy@estatemate.co.za](mailto:privacy@estatemate.co.za)  
Attention: EstateMate 82 Apex Road Benoni 1540  
Tel: +27 (0) 79 575 1058  
[www.estatemate.co.za](http://www.estatemate.co.za)

## Changes to this Privacy Notice

The practices described in this notice are current as of the later of the effective date or revision date specified at the bottom of this document. EstateMate reserves the right to periodically update this Notice. Notice of any revisions will be posted to this page.

Thank you for your interest in our product and EstateMate. We hope your visit to our application is pleasant and productive.

Dated: 28/05/2021