

- 1) **PROTECTION OF PERSONAL INFORMATION:** Landhouse collects personal information in various instances, including when:
- A) You contact Landhouse.
  - B) Request information or services.
  - C) Landhouse provides services to you.
  - D) Where you use Landhouse's websites.
  - E) Engage with Landhouse through social media.

Landhouse does not engage in any automated decision – making.

The information may be collected directly from you or from third parties. In certain instances, it is necessary for the Customer/Purchaser to provide Landhouse with the necessary information in order for Landhouse to provide services to such party. In other instances, the provision of information is optional, in which cases you may subscribe or opt out, for instance, newsletters. If you do not provide the information, the services cannot be rendered to you.

- 2) **DISCLOSURE:** Landhouse may release personal information under the following circumstances:
- A) If Landhouse is required or authorised to do so by law, or a court order;
  - B) In order for Landhouse to enforce its rights; or
  - C) In order for Landhouse to provide services to you / the Mandatee / the Customer or the Purchaser.
- 3) **RETENTION:** Landhouse retains personal information for as long as may be necessary, in accordance with applicable law and in order to provide services to you.
- 4) **DIRECT MARKETING:** Landhouse may provide you with marketing and promotional material. Recipients may opt out from receiving such communications by contacting Landhouse or the specific individual in Landhouse working with such party, at the details provided below or by clicking on the opt-out-link that will be contained in the relevant electronic communication.
- 5) **SECURITY:** Landhouse wishes to ensure that it will take all reasonable steps to protect and avoid unauthorised access to personal information. Landhouse have implemented various policies, procedures, hardware and software to safeguard personal information and routinely review our operations in order to ensure that personal information remains protected.
- 6) **YOUR RIGHTS:** Under certain circumstances, you have the right to access, amend or delete personal information in the possession of Landhouse. It is, however, not in all circumstances the case. In South Africa the information regulator can be contacted in the case of any dispute at JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001 with electronic mail address: [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

We will encourage that you initially endeavour to resolve any dispute directly with Landhouse, before resorting to the Information Regulator.