Optimprops
INDUSTRIAL, WAREHOUSING,
RETAIL & RESIDENTIAL PROPERTIES

Optimprops 90 (Pty) Ltd.
Registered Office 1996/014456/07
Pretoria Office
119 Roeline Street, Alphen Park, Pretoria 0081
Tel: 012 271 0074 Cell: 064 069 6461

Website Privacy Notice

PRIVACY NOTICE

Legislation: Protection of Personal Information Act 4 of 2013

Effective date: 22 October 2026

Last updated: 22 October 2026

1. Introduction

Optimprops 90 (Pty) Ltd, trading as Optimprops ("Optimprops", "we", "us" or "our"), respects your privacy and is committed to processing personal information lawfully, reasonably and securely.

This Privacy Notice explains:

- What personal information we collect;
- How and why we use it;
- Where information may be obtained;
- Who may receive it;
- How long it may be retained;
- The consequences of not providing required information; and - The rights available to you.

This notice applies to personal information collected through www.optimprops.co.za, including contact forms, property enquiries, tenant applications and other online submissions.

Section 18 of POPIA requires a responsible party to take reasonably practicable steps to inform a person about the information collected, the responsible party, the purpose of collection, whether supply is voluntary or mandatory, potential consequences, relevant recipients, cross-border transfers and data-subject rights.

2. Responsible party

The responsible party for personal information processed through this website is:

Registered company name: Optimprops 90 (Pty) Ltd

Trading name: Optimprops

Registration number: 1996 / 014456 / 07

Physical address: 119 Roeline Street

General email: property@optimprops.co.za

Telephone: 012 271 0074 **3.**

Information Officer

Questions, concerns and requests concerning personal information may be directed to:

Information Officer: Chantel Barnard

Email: debtors4@optimprops.co.za

Telephone: 012 271 0074

Address: 119 Roeline Street, Alphen Park, Pretoria, 0081

The Information Regulator provides an eServices platform for functions including Information Officer registration and POPIA-related services.

4. Personal information we may collect

Depending on your interaction with us, we may collect:

4.1 General contact information

- Full name;
- Email address;
- Telephone or mobile number;
- Company name;
- Preferred method of contact;
- Nature of the enquiry;
- Property of interest; and
- Information included in your message.

4.2 Tenant or property application information

Where you submit a residential or commercial tenancy application, we may collect:

- Full names and identity details;
- South African identity or passport number;
- Date of birth;
- Nationality or residency information;
- Residential and postal address;
- Contact details;
- Employment or business information;
- Income and affordability information;
- Bank statements or financial supporting records;
- Payslips, financial statements or proof of income;
- Current or previous landlord details;
- Rental and payment history;
- References;
- Details of co-applicants, directors, members, partners, guarantors or sureties;
- Credit-related information;
- Company registration and business information;
- Documents supplied in support of the application; and
- Other information reasonably required to assess and administer the application.

Optimprops 90 (Pty) Ltd.
Registered Office 1996/014456/07
Pretoria Office
119 Roeline Street, Alphen Park, Pretoria 0081
Tel: 012 271 0074 Cell: 064 069 6461

4.3 Technical and website information

Subject to the technology used on the website, we may collect:

- Internet Protocol address;
- Browser and device information;
- Date and time of access;
- Pages visited;
- Referral source;
- Error and security logs; and
- Cookie or analytics information.

This section must be aligned with the analytics, hosting and cookie tools that are actually active on the website. **5.**

Sources of information

We may collect personal information:

- Directly from you;
- Through a person authorised to act for you;
- From a co-applicant, surety, director, member or partner;
- From employers and references that you authorise us to contact;
- From current or previous landlords or managing agents;
- From credit bureaux or tenant-screening providers;
- From fraud-prevention, identity-verification or public-record sources;
- From companies and intellectual-property registration records where relevant; - Through your use of our website; and
- From other lawful sources where permitted.

If you provide another person's personal information, you confirm that you are authorised to provide it and that the person has been appropriately informed of the processing.

6. Purposes of processing

We may process personal information to:

- Respond to enquiries;
- Provide information about available properties;
- Arrange property viewings;
- Identify and communicate with applicants;
- Process residential or commercial tenant applications;
- Verify identity and submitted information;
- Conduct affordability and risk assessments;
- Conduct credit, fraud-prevention, reference and background checks where lawfully authorised;
- Assess eligibility to enter into a lease or other agreement;

Optimprops 90 (Pty) Ltd.
Registered Office 1996/014456/07
Pretoria Office
119 Roeline Street, Alphen Park, Pretoria 0081
Tel: 012 271 0074 Cell: 064 069 6461

- Prepare, administer and enforce agreements;
- Manage tenant, supplier and business relationships;
- Maintain property and application records;
- Prevent fraud, misuse and security incidents;
- Fulfil legal and regulatory obligations;
- Establish, exercise or defend legal rights;
- Maintain and improve the website;
- Ensure the website's technical security; and
- Send marketing communications where permitted and, where required, consent has been obtained.

Credit information in South Africa is regulated under the National Credit Act 34 of 2005, while credit bureaux are also subject to POPIA and regulatory oversight.

7. Legal grounds for processing

Depending on the circumstances, we may process information:

- With your consent;
- To take steps at your request before entering into a contract;
- To perform or administer a contract;
- To comply with a legal obligation;
- To protect your legitimate interests;
- To pursue our legitimate interests or those of a third party, where permitted; or - To establish, exercise or defend a legal right.

Consent will not necessarily be the only lawful justification used for every processing activity. However, where a particular check or communication requires consent, it will be obtained before that processing occurs.

8. Mandatory and voluntary information

Information marked as required or necessary on a form must be provided if you want Optimprops to process the relevant enquiry or application.

Other information may be voluntary.

If you do not provide necessary information, Optimprops may be unable to:

- Respond fully to your enquiry;
- Verify your identity;
- Assess your application;
- Perform an affordability or risk assessment;
- Conduct an authorised credit or reference check; - Enter into or administer an agreement; or - Provide the requested service.

Providing information does not guarantee approval of an application.

9. Credit and background checks

If you apply to lease a property and the application process requires screening, Optimprops may, subject to applicable law and the authority provided by you:

Optimprops 90 (Pty) Ltd.
Registered Office 1996/014456/07
Pretoria Office
119 Roeline Street, Alphen Park, Pretoria 0081
Tel: 012 271 0074 Cell: 064 069 6461

- Verify your identity;
- Contact your employer or nominated references;
- Confirm employment, income or business information;
- Contact present or previous landlords;
- Obtain a credit or tenant profile from an authorised provider;
- Verify rental-payment information;
- Conduct fraud-prevention or risk checks; and
- Consider information relevant to the application.

Written, purpose-specific authority should be obtained before a credit or tenant screening check is performed. Credit-bureau information and payment history constitute personal information and must be processed on a lawful basis for a clearly stated purpose.

Optimprops will only request information that is reasonably relevant to the assessment and administration of the application.

10. Recipients of personal information

We may disclose personal information to appropriate recipients where reasonably necessary, including:

- Authorised Optimprops employees and representatives;
- Property owners, landlords or related entities involved in an application;
- Property managers and managing agents;
- Credit bureaux and tenant-screening providers;
- Identity-verification and fraud-prevention providers;
- References and employers contacted for verification;
- Banks, payment providers and financial-service providers;
- Attorneys, auditors, accountants and professional advisers;
- Website, hosting, CMS, email and information-technology providers;
- Maintenance and security service providers where necessary;
- Regulators, law-enforcement bodies and public authorities where legally required;
- Courts, tribunals and dispute-resolution bodies; and
- A successor, purchaser or relevant counterparty in a lawful business transaction.

Recipients may process information only for authorised and lawful purposes and should be subject to appropriate confidentiality or data-protection obligations.

11. Cross-border processing

Certain technology, cloud-hosting, email, backup, analytics or other service providers may process or store information outside South Africa.

Where personal information is transferred outside South Africa, Optimprops will take reasonable steps to ensure that the transfer is lawful and that appropriate protection is in place.

12. Security safeguards

Optimprops takes reasonable technical and organisational measures to protect personal information against:

- Loss or destruction;

Optimprops 90 (Pty) Ltd.
Registered Office 1996/014456/07
Pretoria Office
119 Roeline Street, Alphen Park, Pretoria 0081
Tel: 012 271 0074 Cell: 064 069 6461

- Unauthorised access;
- Unlawful processing;
- Accidental alteration;
- Unauthorised disclosure; and - Malicious interference.

Measures may include access controls, authentication, secure hosting, encryption where appropriate, backups, malware protection, system monitoring and restricted access.

No internet transmission or storage arrangement can be guaranteed to be completely secure. Users should not send unnecessary sensitive information through an ordinary contact form.

13. Retention and deletion

Optimprops retains personal information only for as long as reasonably necessary to:

- Fulfil the purpose for which it was collected;
- Consider and administer an application;
- Perform an agreement;
- Meet legal and regulatory requirements;
- Resolve disputes;
- Exercise or defend legal rights; and - Maintain appropriate business records.

When information is no longer required, it will be deleted, destroyed or de-identified, subject to applicable law and legitimate record-retention requirements.

- Unsuccessful tenancy applications: For one calendar month.
- Successful tenant records: For the lifetime of the lease and 7 years after lease termination.
- Credit-check records and consent evidence: For the lifetime of the lease and 7 years after lease termination.
- Technical and security logs

Marketing information: Until consent is withdrawn or the information is no longer required, subject to applicable law.

14. Cookies and analytics

The website may use cookies or similar technologies necessary to operate the site, maintain security and remember user preferences.

If the website uses non-essential analytics, advertising or tracking technologies, users should be provided with appropriate information and choices before those technologies are activated, where required.

15. Direct marketing

Optimprops will process contact details for direct electronic marketing only were permitted by law.

Where consent is required:

- Marketing consent will be requested separately;
- A person will not be required to accept marketing merely to submit an ordinary enquiry or application;
- Consent may be withdrawn; and

Optimprops 90 (Pty) Ltd.
Registered Office 1996/014456/07
Pretoria Office
119 Roeline Street, Alphen Park, Pretoria 0081
Tel: 012 271 0074 Cell: 064 069 6461

- Marketing communications will provide an appropriate opt-out method.

Withdrawing marketing consent will not affect the processing of an existing property enquiry, application or agreement where another lawful ground applies.

16. Your rights

Subject to applicable law, you may have the right to:

- Ask whether Optimprops holds personal information about you;
- Request access to your personal information;
- Request correction or updating of inaccurate information;
- Request deletion or destruction where legally appropriate;
- Object to processing;
- Withdraw consent where processing is based on consent;
- Request information about third parties that have received your information; and - Lodge a complaint with the Information Regulator.

POPIA section 18 requires that data subjects be informed of rights of access, correction, objection and complaint.

A request may be subject to identity verification and any procedure prescribed by law.

17. Complaints

Privacy-related questions or complaints should first be directed to the Optimprops Information Officer:

Information Officer: Chantel Barnard

Email: debtors4@optimprops.co.za

Telephone: 012 271 0074

You may also contact the:

Information Regulator (South Africa)

Website: inforegulator.org.za

The Information Regulator is the independent body empowered to monitor and enforce compliance with POPIA and PAIA.

18. Changes to this Privacy Notice

Optimprops may update this Privacy Notice when its business activities, website functionality, service providers or legal obligations change.

The current version will be published on the website and identified by its effective date and last-updated date. **19.**

Contact us

For privacy-related enquiries:

Optimprops
INDUSTRIAL, WAREHOUSING,
RETAIL & RESIDENTIAL PROPERTIES

Optimprops 90 (Pty) Ltd.
Registered Office 1996/014456/07
Pretoria Office
119 Roeline Street, Alphen Park, Pretoria 0081
Tel: 012 271 0074 Cell: 064 069 6461

Company: Optimprops 90 (Pty) Ltd

Information Officer: Chantel Barnard

Email: debtors4@optimprops.co.za

Telephone: 012 271 0074

Address: 119 Roeline Street