

# Rental Buddies (Pty) Ltd - Privacy Policy

Effective Date: 1 November 2024

At Rental Buddies (Pty) Ltd, we are committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and protect your personal information when you use our services or visit our website.

## 1. Information We Collect

We collect personal information necessary for delivering our rental services and product supply effectively.

This may include:

- **Contact Information:** such as your name, address, email, and phone number.
- **Financial Information:** such as billing/physical address, bank statements, payslips, payment details.
- **Identification Information:** if required, including IDs or proof of address.
- **Usage Data:** related to your interactions with our website, including IP addresses, browsing patterns, and preferences.
- **Communication Data:** related to all communications on various platforms.

## 2. How We Use Your Information

We use your personal information to:

- Provide and manage rental services, including processing transactions and verifying eligibility.
- Communicate with you regarding your rentals, account status, and any updates or changes to our services.
- Improve our website and services based on user behaviour and feedback.
- Comply with legal obligations and regulatory requirements.

## 3. Sharing of Information

We may share your information with third parties only in the following circumstances:

- **Service Providers:** who assist in operating our business (e.g., payment processors, IT support).
- **Legal Requirements:** if required by law or for the protection of our rights, safety, or property.
- **Business Transfers:** in the event of a merger, acquisition, or asset sale, your information may be transferred to the new entity.

## 4. Data Security

We implement appropriate security measures to protect your personal information from unauthorized access, alteration, or disclosure. However, please note that no method of electronic storage or transmission is entirely secure, and we cannot guarantee absolute security.

## 5. Retention of Data

Your personal information is retained only as long as necessary for the purposes stated in this policy or as required by law. When information is no longer needed, we will securely delete or anonymize it.

## 6. Your Rights

You have the right to:

- Access the personal information we hold about you.
- Request corrections to any inaccurate information.
- Request deletion of your information, subject to legal and contractual obligations.
- Object to the processing of your personal information in certain cases.

## **7. Cookies and Tracking Technologies**

Our website may use cookies and similar technologies to enhance your browsing experience and collect usage data. You can manage your cookie preferences through your browser settings.

## **8. Changes to this Privacy Policy**

We may update this Privacy Policy periodically. The latest version will always be available on our website, and any material changes will be communicated to you.

## **9. Contact Us**

If you have questions or concerns regarding this Privacy Policy or wish to exercise any of your rights, please contact us at:

Rental Buddies (Pty) Ltd

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

+27 79 042 6795