

PAIA Manual: IQ RENTAL & BOND ORIGINATORS (PTY) LTD

PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

DATE OF COMPILATION: 1 June 2025

DATE OF REVISION: 1 June 2026

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1. LIST OF ACRONYMS AND ABBREVIATIONS

- 1.1 "CEO" Chief Executive Officer
- 1.2 "DIO" Deputy Information Officer;
- 1.3 "IO" Information Officer;
- 1.4 "Minister" Minister of Justice and Correctional Services;
- 1.5 "PAIA" Promotion of Access to Information Act No. 2 of 2000(as Amended);
- 1.6 "POPIA" Protection of Personal Information Act No.4 of 2013;
- 1.7 "Regulator" Information Regulator; and
- 1.8 "Republic" Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;

- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF IQ RENTAL & BOND ORIGINATORS (PTY) LTD

3.1. Chief Information Officer

Name: MICHEL DU TOIT
Tel: 082 905 7414
Email: michiel@iqasset.co.za

3.2. Deputy Information Officer (NB: if more than one Deputy Information Officer is designated, please provide the details of every Deputy Information Officer of the body designated in terms of section 17 (1) of PAIA.

Name: MICHEL DU TOIT
Tel: 082 905 7414
Email: michiel@iqasset.co.za

3.3 Access to information general contacts

Email: michiel@iqasset.co.za

3.4 National or Head Office

Postal Address: Plot 17 Catherine Ave Shere Agricultural Holdings, Pretoria 0084
Physical Address: Plot 17 Catherine Ave Shere Agricultural Holdings, Pretoria 0084
Tel: 082 905 7414
Email: michiel@iqasset.co.za

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

4.2. The Guide is available in each of the official languages.

4.3. The aforesaid Guide contains the description of-

4.3.1. the objects of PAIA and POPIA;

4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of

4.3.2.1. the Information Officer of every public body, and

4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA1 and section 56 of POPIA2;

4.3.3. the manner and form of a request for
4.3.3.1. access to a record of a public body contemplated in section 113; and

4.3.3.2. access to a record of a private body contemplated in section 504;

4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;

- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging -

1 Section 17(1) of PAIA- For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.

2 Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

3 Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

4 Section 50(1) of PAIA- A requester must be given access to any record of a private body if

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

4.3.6.1. an internal appeal;

4.3.6.2. a complaint to the Regulator; and

4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

- 4.3.7. the provisions of sections 145 and 516 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 157 and 528 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 229 and 5410 regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 9211

5 Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

6 Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

7 Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

8 Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

9 Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

10 Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

11 Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

4.5. The Guide can also be obtained

4.5.1. upon request to the Information Officer;

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4.6. A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours

4.6.1 AFRIKAANS & ENGLISH

5. CATEGORIES OF RECORDS OF THE IQ RENTAL & BOND ORIGINATORS (PTY) LTD WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

NB: Please specify the categories of records held by the body which are available without a person having to request access by completing Form C, types of the records and how the records can be accessed. These are mostly records that maybe available on the website and a person may download or request telephonically or by sending an email or a letter.

Category of records	Types of the Record	Available on Website	Available upon request
Personnel Records	Employee files, performance reviews, salary information, and employment contracts.		X
Financial Records	Bank statements, invoices, receipts, and payment records.		X
Legal Records	Offer to purchase, legal contracts, and correspondence with legal counsel		X
Other Records	Emails, phone calls, and other communications		X

6. DESCRIPTION OF THE RECORDS OF IQ RENTAL & BOND ORIGINATORS (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

NB: Please specify all the records which are created and available in accordance with any of the South African legislation.

Category of records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000

7. **DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY THE IQ RENTAL & BOND ORIGINATORS (PTY) LTD**

NB: Describe the subjects (i.e. Finance, SCM or HR), in respect of which the body holds records and the categories of records held on each subject.

Subjects on which the body holds records	Categories of records
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	- HR policies and procedures - Advertised posts - Employees records

8. **PROCESSING OF PERSONAL INFORMATION**

8.1 Purpose of Processing Personal Information

Personal Information Processing at IQ RENTAL & BOND ORIGINATORS (PTY) LTD

IQ RENTAL & BOND ORIGINATORS (PTY) LTD collects and processes personal information primarily to facilitate property transactions and manage client relationships. This includes handling details such as names, addresses, contact information, and financial data to support clients in buying, selling, or renting properties. Additionally, the agency utilizes this information for marketing and communication efforts, including sending property listings and updates.

Key Purposes of Data Processing

- **Property Transactions**
Personal information is essential for managing listings, showings, and negotiations. It is used to verify identities, process payments, and oversee contracts.
- **Client Relationships**
The agency leverages personal data to foster strong connections with clients, offering tailored services and timely property updates.
- **Marketing & Communication**
Data is utilized for targeted marketing campaigns, property notifications, and relevant service communications.
- **Legal & Regulatory Compliance**
IQ RENTAL & BOND ORIGINATORS (PTY) LTD adheres to all legal requirements concerning data privacy, ensuring the secure and lawful handling of personal information.
- **Internal Operations**
Personal data is also processed for administrative functions, including employee management, payroll, and operational logistics.

Compliance with POPIA

- **Accountability**
IQ RENTAL & BOND ORIGINATORS (PTY) LTD is committed to processing personal data in accordance with legal standards, ensuring responsible and lawful use.
- **Purpose Specification**
The agency maintains transparency by clearly defining the reasons for data collection and informing individuals accordingly.

- **Data Subject Rights**
Clients have the right to access, correct, or request the deletion of their personal information as outlined in data protection regulations.
- **Security Measures**
Robust security protocols are in place to safeguard personal information from unauthorized access, misuse, or disclosure.

By aligning its data processing practices with legal obligations, IQ RENTAL & BOND ORIGINATORS (PTY) LTD ensures that personal information is handled securely while supporting its core functions of property transactions and client management.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

NB: Specify the categories of data subjects in respect of whom the body processes personal information and the nature or categories of the personal information being processed.

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details
Service Providers	names, registration number, vat numbers, address, trade secrets and bank details
Employees	address, qualifications, gender and race

8.3 The recipients or categories of recipients to whom the personal information may be supplied

NB: Specify the person or category of persons to whom the body may disseminate personal information.

Category of personal Information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

8.4 Planned transborder flows of personal information.

NB: Indicate if the body has planned transborder flows of personal information. For example, some personal information may be stored in the cloud outside the Republic

Storage Location of Personal Information

Personal information collected by IQ RENTAL & BOND ORIGINATORS (PTY) LTD will be securely stored and processed within **South Africa**, Plot 17 Catherine Street Shere, Pretoria 0084 in compliance with local data protection laws and international privacy standards.

Categories of Personal Information Processed

IQ RENTAL & BOND ORIGINATORS (PTY) LTD processes the following categories of personal information:

- **Identification & Contact Details**
 - Full Name
 - Address
 - Phone Number
 - Email Address
- **Financial Information**
 - Bank Account Details
 - Payment Information
 - Creditworthiness
- **Property-Related Information**
 - Ownership History
 - Lease or Purchase Agreements
 - Transaction Records
- **Marketing & Communication Preferences**
 - Subscription Preferences
 - Interaction History
 - Targeted Advertising Data
- **Regulatory & Compliance Data**
 - Identification Documents
 - Legal Agreements
 - Tax Records (if applicable)

By aligning its data processing practices with legal obligations, IQ RENTAL & BOND ORIGINATORS (PTY) LTD ensures that personal information is handled securely while supporting its core functions of property transactions and client management.

- 8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

NB: Specify the nature of the security safeguards to be implemented or under implementation to ensure the confidentiality and integrity of the personal information under the care of the body. This may, for example, include Data Encryption; Antivirus and Anti-malware Solutions.

Security Safeguards for Personal Information Protection

IQ RENTAL & BOND ORIGINATORS (PTY) LTD is committed to safeguarding personal information through robust security measures that ensure confidentiality, integrity, and compliance with data protection laws. The following security safeguards are implemented or under implementation:

1. Data Encryption

Personal information is encrypted both in transit and at rest using industry-standard encryption protocols, preventing unauthorized access and ensuring data confidentiality.

2. Secure Access Controls

- Role-based access ensures that only authorized personnel can access sensitive information.
- Multi-factor authentication (MFA) is required for system logins to enhance security.
- Regular password updates and strong password policies prevent unauthorized access.

3. Antivirus & Anti-malware Protection

- Advanced antivirus and anti-malware solutions are deployed to detect, prevent, and remove malicious threats.
- Continuous monitoring and automatic updates ensure security software remains effective against evolving cyber threats.

4. Firewalls & Network Security

- Firewalls are configured to restrict unauthorized access to systems and databases.
- Intrusion detection systems (IDS) and intrusion prevention systems (IPS) monitor network activity and mitigate security threats.

5. Secure Data Backup & Recovery

- Regular backups are performed to prevent data loss due to cyberattacks or system failures.
- Secure cloud-based or offsite backup solutions ensure data restoration in case of emergencies.

6. Compliance & Regulatory Security

- Adherence to the Protection of Personal Information Act (POPIA) and other relevant data protection regulations.
- Regular security audits and compliance checks verify adherence to legal requirements.

7. Employee Awareness & Training

- Ongoing security training educates employees on data privacy best practices and potential cybersecurity threats.
- Phishing prevention programs help employees recognize and avoid fraudulent communications.

8. Incident Response & Security Monitoring

- A structured incident response plan ensures swift action in the event of a security breach.
- Continuous monitoring using security information and event management (SIEM) tools detects vulnerabilities and suspicious activities.

By implementing these security safeguards, ESTATE AGENCY ensures that personal information is protected against unauthorized access, data breaches, and cyber threats while maintaining compliance with legal standards.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available

9.1.1 on request, if any;

9.1.2 head office of the IQ RENTAL & BOND ORIGINATORS (PTY) LTD for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of a IQ RENTAL & BOND ORIGINATORS (PTY) LTD will on a regular basis update this manual.

issued by



M DU TOIT

Chief Executive Officer

Annexure 4: Consent by Employee/Agent

EMPLOYEE/AGENT CONSENT FOR PROCESSING OF INFORMATION IN TERMS THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

For the purposes of this consent, an agent may be an employee or an independent contractor.

I, the undersigned MARIETTE SCHOEMAN, hereby take note of, consent and commit to comply to the measures set out below and in the POPIA Manual, by the agency.

1. Purpose of Processing Personal Information

The information obtained is utilized to:

- 1.1 Carry out and manage business operations.
- 1.2 For staffing, assessment, recruitment and career development purposes.
- 1.3 To provide benefits and services to employees.
- 1.4 For purposes of performance management, succession planning, remuneration and benefits, occupational health administration, corporate security, organizational charts, legal reporting obligations and other legitimate business purposes.

2. Consent

- 2.1 Hereby authorise **IQ RENTAL & BOND ORIGINATORS (PTY) LTD** (hereinafter "the agency") and the agency's bookkeeping and human resource departments and authorised management team to use, review and process any personal information provided to the agency in the course of my application and employment as well as any information that I have provided in support of my application for the aforesaid purposes.
- 2.2 I hereby give my consent to the Agency to collect process and distribute relevant personal information where the agency is legally required to do so, for example as required by SARS or in terms of Employment Equity, Basic Conditions of Employment Act 75 of 1997, as amended ("BCEA"), and the Labour Relations Act 66 of 1995, as amended ("LRA"). Information that is publicly available will not be considered as personal information.

3. Privacy and Accuracy

- 3.1 I have a right to privacy and the right to have my personal information processed in accordance with the conditions for the lawful processing of personal information.

- 3.2 The Agency will take reasonably practicable steps to ensure that the personal information on record is complete, accurate, not misleading and updated where necessary, but that I have an obligation to ensure that I communicate any change in any of my personal particulars, such as home address, telephone number etc. to the Human Resources Department within one week of such change.
- 3.3 I have the right to request access to the records of my personal information held by the employer and I have the right to request that the records be corrected or deleted if this is warranted.
- 3.4 Work email addresses and cellphone numbers for agents are in the public domain and not regarded as private information as it is required for marketing purposes.

4. Safety of Personal information

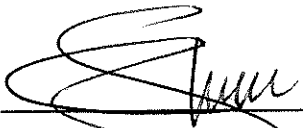
- 4.1 The Agency uses anti-virus software and firewalls for the protection of digitally stored personal information.
- 4.2 Physical records are accessible by authorised personnel (management, bookkeeping and HR department) and is kept in a secure location – Locked office, with camera and alarm, locked cabinet.
- 4.3 Information will be retained for a period of 5 years

5. Compliance by employee with the POPI Manual and Procedures

- 5.1 I acknowledge that during my employment/affiliation with the agency I will access, process or obtain the personal information of clients.
- 5.2 I will abide by the principles as set out in the POPI Manual and Procedures of the Agency, the content of which I have read and will receive training on.
- 5.3 I will not access or process such personal information for any reason other than the reason for which such information was collected and is stored.
- 5.4 I will ensure that I obtain permission from clients to process their information at every relevant point.
- 5.5 I will not disclose to others, or make use of any personal information, unless for a purpose authorised by the Agency. Should the employee/agent be in any doubt about whether any disclosure or access or processing or use is for an authorised purpose, the employee/agent must obtain authorisation in writing from the Agency and must abide by such ruling.
- 5.6 For the purpose of the aforesaid clause, personal information extends to all information by which a natural or juristic person can be described including but not limited to race, gender, marital status, ethnic or social origin, age, disability, information relating to education, qualifications, medical, credit, criminal records and employment history, identity numbers, contact details, physical address and biometric information.

5.7 I will notify any principal of the agency immediately where there are reasonable grounds to believe that the personal information of a client or a colleague has been accessed or acquired by any unauthorised person.

Signed at Pretoria on 18 June 2025.

Agent/employee signature: 
Name: M Schaeman

Annexure 4: Consent by Employee/Agent

EMPLOYEE/AGENT CONSENT FOR PROCESSING OF INFORMATION IN TERMS THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

For the purposes of this consent, an agent may be an employee or an independent contractor.

I, the undersigned JOHANN BRIEL, hereby take note of, consent and commit to comply to the measures set out below and in the POPIA Manual, by the agency.

1. Purpose of Processing Personal Information

The information obtained is utilized to:

- 1.1 Carry out and manage business operations.
- 1.2 For staffing, assessment, recruitment and career development purposes.
- 1.3 To provide benefits and services to employees.
- 1.4 For purposes of performance management, succession planning, remuneration and benefits, occupational health administration, corporate security, organizational charts, legal reporting obligations and other legitimate business purposes.

2. Consent

- 2.1 Hereby authorise **IQ RENTAL & BOND ORIGINATORS (PTY) LTD** (hereinafter "the agency") and the agency's bookkeeping and human resource departments and authorised management team to use, review and process any personal information provided to the agency in the course of my application and employment as well as any information that I have provided in support of my application for the aforesaid purposes.
- 2.2 I hereby give my consent to the Agency to collect process and distribute relevant personal information where the agency is legally required to do so, for example as required by SARS or in terms of Employment Equity, Basic Conditions of Employment Act 75 of 1997, as amended ("BCEA"), and the Labour Relations Act 66 of 1995, as amended ("LRA"). Information that is publicly available will not be considered as personal information.

3. Privacy and Accuracy

- 3.1 I have a right to privacy and the right to have my personal information processed in accordance with the conditions for the lawful processing of personal information.

- 3.2 The Agency will take reasonably practicable steps to ensure that the personal information on record is complete, accurate, not misleading and updated where necessary, but that I have an obligation to ensure that I communicate any change in any of my personal particulars, such as home address, telephone number etc. to the Human Resources Department within one week of such change.
- 3.3 I have the right to request access to the records of my personal information held by the employer and I have the right to request that the records be corrected or deleted if this is warranted.
- 3.4 Work email addresses and cellphone numbers for agents are in the public domain and not regarded as private information as it is required for marketing purposes.

4. Safety of Personal information


- 4.1 The Agency uses anti-virus software and firewalls for the protection of digitally stored personal information.
- 4.2 Physical records are accessible by authorised personnel (management, bookkeeping and HR department) and is kept in a secure location – Locked office, with camera and alarm, locked cabinet.
- 4.3 Information will be retained for a period of 5 years

5. Compliance by employee with the POPI Manual and Procedures

- 5.1 I acknowledge that during my employment/affiliation with the agency I will access, process or obtain the personal information of clients.
- 5.2 I will abide by the principles as set out in the POPI Manual and Procedures of the Agency, the content of which I have read and will receive training on.
- 5.3 I will not access or process such personal information for any reason other than the reason for which such information was collected and is stored.
- 5.4 I will ensure that I obtain permission from clients to process their information at every relevant point.
- 5.5 I will not disclose to others, or make use of any personal information, unless for a purpose authorised by the Agency. Should the employee/agent be in any doubt about whether any disclosure or access or processing or use is for an authorised purpose, the employee/agent must obtain authorisation in writing from the Agency and must abide by such ruling.
- 5.6 For the purpose of the aforesaid clause, personal information extends to all information by which a natural or juristic person can be described including but not limited to race, gender, marital status, ethnic or social origin, age, disability, information relating to education, qualifications, medical, credit, criminal records and employment history, identity numbers, contact details, physical address and biometric information.

5.7 I will notify any principal of the agency immediately where there are reasonable grounds to believe that the personal information of a client or a colleague has been accessed or acquired by any unauthorised person.

Signed at Pretoria on 17 October 2025.

Agent/employee signature: 

Name: Jhann Brook

Annexure 4: Consent by Employee/Agent

EMPLOYEE/AGENT CONSENT FOR PROCESSING OF INFORMATION IN TERMS THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

For the purposes of this consent, an agent may be an employee or an independent contractor.

I, the undersigned MICHIEL DU TOIT, hereby take note of, consent and commit to comply to the measures set out below and in the POPIA Manual, by the agency.

1. Purpose of Processing Personal Information

The information obtained is utilized to:

- 1.1 Carry out and manage business operations.
- 1.2 For staffing, assessment, recruitment and career development purposes.
- 1.3 To provide benefits and services to employees.
- 1.4 For purposes of performance management, succession planning, remuneration and benefits, occupational health administration, corporate security, organizational charts, legal reporting obligations and other legitimate business purposes.

2. Consent

- 2.1 Hereby authorise **IQ RENTAL & BOND ORIGINATORS (PTY) LTD** (hereinafter "the agency") and the agency's bookkeeping and human resource departments and authorised management team to use, review and process any personal information provided to the agency in the course of my application and employment as well as any information that I have provided in support of my application for the aforesaid purposes.
- 2.2 I hereby give my consent to the Agency to collect process and distribute relevant personal information where the agency is legally required to do so, for example as required by SARS or in terms of Employment Equity, Basic Conditions of Employment Act 75 of 1997, as amended ("BCEA"), and the Labour Relations Act 66 of 1995, as amended ("LRA"). Information that is publicly available will not be considered as personal information.

3. Privacy and Accuracy

- 3.1 I have a right to privacy and the right to have my personal information processed in accordance with the conditions for the lawful processing of personal information.

- 3.2 The Agency will take reasonably practicable steps to ensure that the personal information on record is complete, accurate, not misleading and updated where necessary, but that I have an obligation to ensure that I communicate any change in any of my personal particulars, such as home address, telephone number etc. to the Human Resources Department within one week of such change.
- 3.3 I have the right to request access to the records of my personal information held by the employer and I have the right to request that the records be corrected or deleted if this is warranted.
- 3.4 Work email addresses and cellphone numbers for agents are in the public domain and not regarded as private information as it is required for marketing purposes.

4. Safety of Personal information


- 4.1 The Agency uses anti-virus software and firewalls for the protection of digitally stored personal information.
- 4.2 Physical records are accessible by authorised personnel (management, bookkeeping and HR department) and is kept in a secure location – Locked office, with camera and alarm, locked cabinet.
- 4.3 Information will be retained for a period of 5 years

5. Compliance by employee with the POPI Manual and Procedures

- 5.1 I acknowledge that during my employment/affiliation with the agency I will access, process or obtain the personal information of clients.
- 5.2 I will abide by the principles as set out in the POPI Manual and Procedures of the Agency, the content of which I have read and will receive training on.
- 5.3 I will not access or process such personal information for any reason other than the reason for which such information was collected and is stored.
- 5.4 I will ensure that I obtain permission from clients to process their information at every relevant point.
- 5.5 I will not disclose to others, or make use of any personal information, unless for a purpose authorised by the Agency. Should the employee/agent be in any doubt about whether any disclosure or access or processing or use is for an authorised purpose, the employee/agent must obtain authorisation in writing from the Agency and must abide by such ruling.
- 5.6 For the purpose of the aforesaid clause, personal information extends to all information by which a natural or juristic person can be described including but not limited to race, gender, marital status, ethnic or social origin, age, disability, information relating to education, qualifications, medical, credit, criminal records and employment history, identity numbers, contact details, physical address and biometric information.

5.7 I will notify any principal of the agency immediately where there are reasonable grounds to believe that the personal information of a client or a colleague has been accessed or acquired by any unauthorised person.

Signed at Perth on 18 June 2025.

Agent/employee signature: 

Name: MS de Teo

Annexure 4: Consent by Employee/Agent

EMPLOYEE/AGENT CONSENT FOR PROCESSING OF INFORMATION IN TERMS THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

For the purposes of this consent, an agent may be an employee or an independent contractor.

I, the undersigned Janet Fawie, hereby take note of, consent and commit to comply to the measures set out below and in the POPIA Manual, by the agency.

1. Purpose of Processing Personal Information

The information obtained is utilized to:

- 1.1 Carry out and manage business operations.
- 1.2 For staffing, assessment, recruitment and career development purposes.
- 1.3 To provide benefits and services to employees.
- 1.4 For purposes of performance management, succession planning, remuneration and benefits, occupational health administration, corporate security, organizational charts, legal reporting obligations and other legitimate business purposes.

2. Consent

- 2.1 Hereby authorise **IQ RENTAL & BOND ORIGINATORS (PTY) LTD** (hereinafter "the agency") and the agency's bookkeeping and human resource departments and authorised management team to use, review and process any personal information provided to the agency in the course of my application and employment as well as any information that I have provided in support of my application for the aforesaid purposes.
- 2.2 I hereby give my consent to the Agency to collect process and distribute relevant personal information where the agency is legally required to do so, for example as required by SARS or in terms of Employment Equity, Basic Conditions of Employment Act 75 of 1997, as amended ("BCEA"), and the Labour Relations Act 66 of 1995, as amended ("LRA"). Information that is publicly available will not be considered as personal information.

3. Privacy and Accuracy

- 3.1 I have a right to privacy and the right to have my personal information processed in accordance with the conditions for the lawful processing of personal information.

- 3.2 The Agency will take reasonably practicable steps to ensure that the personal information on record is complete, accurate, not misleading and updated where necessary, but that I have an obligation to ensure that I communicate any change in any of my personal particulars, such as home address, telephone number etc. to the Human Resources Department within one week of such change.
- 3.3 I have the right to request access to the records of my personal information held by the employer and I have the right to request that the records be corrected or deleted if this is warranted.
- 3.4 Work email addresses and cellphone numbers for agents are in the public domain and not regarded as private information as it is required for marketing purposes.

4. Safety of Personal information

- 4.1 The Agency uses anti-virus software and firewalls for the protection of digitally stored personal information.
- 4.2 Physical records are accessible by authorised personnel (management, bookkeeping and HR department) and is kept in a secure location – Locked office, with camera and alarm, locked cabinet.
- 4.3 Information will be retained for a period of 5 years

5. Compliance by employee with the POPI Manual and Procedures

- 5.1 I acknowledge that during my employment/affiliation with the agency I will access, process or obtain the personal information of clients.
- 5.2 I will abide by the principles as set out in the POPI Manual and Procedures of the Agency, the content of which I have read and will receive training on.
- 5.3 I will not access or process such personal information for any reason other than the reason for which such information was collected and is stored.
- 5.4 I will ensure that I obtain permission from clients to process their information at every relevant point.
- 5.5 I will not disclose to others, or make use of any personal information, unless for a purpose authorised by the Agency. Should the employee/agent be in any doubt about whether any disclosure or access or processing or use is for an authorised purpose, the employee/agent must obtain authorisation in writing from the Agency and must abide by such ruling.
- 5.6 For the purpose of the aforesaid clause, personal information extends to all information by which a natural or juristic person can be described including but not limited to race, gender, marital status, ethnic or social origin, age, disability, information relating to education, qualifications, medical, credit, criminal records and employment history, identity numbers, contact details, physical address and biometric information.

5.7 I will notify any principal of the agency immediately where there are reasonable grounds to believe that the personal information of a client or a colleague has been accessed or acquired by any unauthorised person.

Signed at Perth on 30 June 2025.

Agent/employee signature: [Signature]
Name: Janet Fawcett

Annexure 4: Consent by Employee/Agent

EMPLOYEE/AGENT CONSENT FOR PROCESSING OF INFORMATION IN TERMS THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

For the purposes of this consent, an agent may be an employee or an independent contractor.

I, the undersigned Eric van Rooyen, hereby take note of, consent and commit to comply to the measures set out below and in the POPIA Manual, by the agency.

1. Purpose of Processing Personal Information

The information obtained is utilized to:

- 1.1 Carry out and manage business operations.
- 1.2 For staffing, assessment, recruitment and career development purposes.
- 1.3 To provide benefits and services to employees.
- 1.4 For purposes of performance management, succession planning, remuneration and benefits, occupational health administration, corporate security, organizational charts, legal reporting obligations and other legitimate business purposes.

2. Consent

- 2.1 Hereby authorise **IQ RENTAL & BOND ORIGINATORS (PTY) LTD** (hereinafter "the agency") and the agency's bookkeeping and human resource departments and authorised management team to use, review and process any personal information provided to the agency in the course of my application and employment as well as any information that I have provided in support of my application for the aforesaid purposes.
- 2.2 I hereby give my consent to the Agency to collect process and distribute relevant personal information where the agency is legally required to do so, for example as required by SARS or in terms of Employment Equity, Basic Conditions of Employment Act 75 of 1997, as amended ("BCEA"), and the Labour Relations Act 66 of 1995, as amended ("LRA"). Information that is publicly available will not be considered as personal information.

3. Privacy and Accuracy

- 3.1 I have a right to privacy and the right to have my personal information processed in accordance with the conditions for the lawful processing of personal information.

- 3.2 The Agency will take reasonably practicable steps to ensure that the personal information on record is complete, accurate, not misleading and updated where necessary, but that I have an obligation to ensure that I communicate any change in any of my personal particulars, such as home address, telephone number etc. to the Human Resources Department within one week of such change.
- 3.3 I have the right to request access to the records of my personal information held by the employer and I have the right to request that the records be corrected or deleted if this is warranted.
- 3.4 Work email addresses and cellphone numbers for agents are in the public domain and not regarded as private information as it is required for marketing purposes.

4. Safety of Personal information


- 4.1 The Agency uses anti-virus software and firewalls for the protection of digitally stored personal information.
- 4.2 Physical records are accessible by authorised personnel (management, bookkeeping and HR department) and is kept in a secure location – Locked office, with camera and alarm, locked cabinet.
- 4.3 Information will be retained for a period of 5 years

5. Compliance by employee with the POPI Manual and Procedures

- 5.1 I acknowledge that during my employment/affiliation with the agency I will access, process or obtain the personal information of clients.
- 5.2 I will abide by the principles as set out in the POPI Manual and Procedures of the Agency, the content of which I have read and will receive training on.
- 5.3 I will not access or process such personal information for any reason other than the reason for which such information was collected and is stored.
- 5.4 I will ensure that I obtain permission from clients to process their information at every relevant point.
- 5.5 I will not disclose to others, or make use of any personal information, unless for a purpose authorised by the Agency. Should the employee/agent be in any doubt about whether any disclosure or access or processing or use is for an authorised purpose, the employee/agent must obtain authorisation in writing from the Agency and must abide by such ruling.
- 5.6 For the purpose of the aforesaid clause, personal information extends to all information by which a natural or juristic person can be described including but not limited to race, gender, marital status, ethnic or social origin, age, disability, information relating to education, qualifications, medical, credit, criminal records and employment history, identity numbers, contact details, physical address and biometric information.

5.7 I will notify any principal of the agency immediately where there are reasonable grounds to believe that the personal information of a client or a colleague has been accessed or acquired by any unauthorised person.

Signed at Pretoria on 1 July 2025.

Agent/employee signature:  _____

Name: Eric A van Rooyen _____

Annexure 4: Consent by Employee/Agent

EMPLOYEE/AGENT CONSENT FOR PROCESSING OF INFORMATION IN TERMS THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

For the purposes of this consent, an agent may be an employee or an independent contractor.

I, the undersigned Michelle de Jong, hereby take note of, consent and commit to comply to the measures set out below and in the POPIA Manual, by the agency.

1. Purpose of Processing Personal Information

The information obtained is utilized to:

- 1.1 Carry out and manage business operations.
- 1.2 For staffing, assessment, recruitment and career development purposes.
- 1.3 To provide benefits and services to employees.
- 1.4 For purposes of performance management, succession planning, remuneration and benefits, occupational health administration, corporate security, organizational charts, legal reporting obligations and other legitimate business purposes.

2. Consent

- 2.1 Hereby authorise **IQ RENTAL & BOND ORIGINATORS (PTY) LTD** (hereinafter "the agency") and the agency's bookkeeping and human resource departments and authorised management team to use, review and process any personal information provided to the agency in the course of my application and employment as well as any information that I have provided in support of my application for the aforesaid purposes.
- 2.2 I hereby give my consent to the Agency to collect process and distribute relevant personal information where the agency is legally required to do so, for example as required by SARS or in terms of Employment Equity, Basic Conditions of Employment Act 75 of 1997, as amended ("BCEA"), and the Labour Relations Act 66 of 1995, as amended ("LRA"). Information that is publicly available will not be considered as personal information.

3. Privacy and Accuracy

- 3.1 I have a right to privacy and the right to have my personal information processed in accordance with the conditions for the lawful processing of personal information.

- 3.2 The Agency will take reasonably practicable steps to ensure that the personal information on record is complete, accurate, not misleading and updated where necessary, but that I have an obligation to ensure that I communicate any change in any of my personal particulars, such as home address, telephone number etc. to the Human Resources Department within one week of such change.
- 3.3 I have the right to request access to the records of my personal information held by the employer and I have the right to request that the records be corrected or deleted if this is warranted.
- 3.4 Work email addresses and cellphone numbers for agents are in the public domain and not regarded as private information as it is required for marketing purposes.

4. Safety of Personal information

- 4.1 The Agency uses anti-virus software and firewalls for the protection of digitally stored personal information.
- 4.2 Physical records are accessible by authorised personnel (management, bookkeeping and HR department) and is kept in a secure location – Locked office, with camera and alarm, locked cabinet.
- 4.3 Information will be retained for a period of 5 years

5. Compliance by employee with the POPI Manual and Procedures

- 5.1 I acknowledge that during my employment/affiliation with the agency I will access, process or obtain the personal information of clients.
- 5.2 I will abide by the principles as set out in the POPI Manual and Procedures of the Agency, the content of which I have read and will receive training on.
- 5.3 I will not access or process such personal information for any reason other than the reason for which such information was collected and is stored.
- 5.4 I will ensure that I obtain permission from clients to process their information at every relevant point.
- 5.5 I will not disclose to others, or make use of any personal information, unless for a purpose authorised by the Agency. Should the employee/agent be in any doubt about whether any disclosure or access or processing or use is for an authorised purpose, the employee/agent must obtain authorisation in writing from the Agency and must abide by such ruling.
- 5.6 For the purpose of the aforesaid clause, personal information extends to all information by which a natural or juristic person can be described including but not limited to race, gender, marital status, ethnic or social origin, age, disability, information relating to education, qualifications, medical, credit, criminal records and employment history, identity numbers, contact details, physical address and biometric information.

5.7 I will notify any principal of the agency immediately where there are reasonable grounds to believe that the personal information of a client or a colleague has been accessed or acquired by any unauthorised person.

Signed at Pretoria on 30 June 2015.

Agent/employee signature: 

Name: Michelle de Jong

Annexure 4: Consent by Employee/Agent

EMPLOYEE/AGENT CONSENT FOR PROCESSING OF INFORMATION IN TERMS THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

For the purposes of this consent, an agent may be an employee or an independent contractor.

I, the undersigned J.M. Senade, hereby take note of, consent and commit to comply to the measures set out below and in the POPIA Manual, by the agency.

1. Purpose of Processing Personal Information

The information obtained is utilized to:

- 1.1 Carry out and manage business operations.
- 1.2 For staffing, assessment, recruitment and career development purposes.
- 1.3 To provide benefits and services to employees.
- 1.4 For purposes of performance management, succession planning, remuneration and benefits, occupational health administration, corporate security, organizational charts, legal reporting obligations and other legitimate business purposes.

2. Consent

- 2.1 Hereby authorise **IQ RENTAL & BOND ORIGINATORS (PTY) LTD** (hereinafter "the agency") and the agency's bookkeeping and human resource departments and authorised management team to use, review and process any personal information provided to the agency in the course of my application and employment as well as any information that I have provided in support of my application for the aforesaid purposes.
- 2.2 I hereby give my consent to the Agency to collect process and distribute relevant personal information where the agency is legally required to do so, for example as required by SARS or in terms of Employment Equity, Basic Conditions of Employment Act 75 of 1997, as amended ("BCEA"), and the Labour Relations Act 66 of 1995, as amended ("LRA"). Information that is publicly available will not be considered as personal information.

3. Privacy and Accuracy

- 3.1 I have a right to privacy and the right to have my personal information processed in accordance with the conditions for the lawful processing of personal information.

- 3.2 The Agency will take reasonably practicable steps to ensure that the personal information on record is complete, accurate, not misleading and updated where necessary, but that I have an obligation to ensure that I communicate any change in any of my personal particulars, such as home address, telephone number etc. to the Human Resources Department within one week of such change.
- 3.3 I have the right to request access to the records of my personal information held by the employer and I have the right to request that the records be corrected or deleted if this is warranted.
- 3.4 Work email addresses and cellphone numbers for agents are in the public domain and not regarded as private information as it is required for marketing purposes.

4. Safety of Personal information


- 4.1 The Agency uses anti-virus software and firewalls for the protection of digitally stored personal information.
- 4.2 Physical records are accessible by authorised personnel (management, bookkeeping and HR department) and is kept in a secure location – Locked office, with camera and alarm, locked cabinet.
- 4.3 Information will be retained for a period of 5 years

5. Compliance by employee with the POPI Manual and Procedures

- 5.1 I acknowledge that during my employment/affiliation with the agency I will access, process or obtain the personal information of clients.
- 5.2 I will abide by the principles as set out in the POPI Manual and Procedures of the Agency, the content of which I have read and will receive training on.
- 5.3 I will not access or process such personal information for any reason other than the reason for which such information was collected and is stored.
- 5.4 I will ensure that I obtain permission from clients to process their information at every relevant point.
- 5.5 I will not disclose to others, or make use of any personal information, unless for a purpose authorised by the Agency. Should the employee/agent be in any doubt about whether any disclosure or access or processing or use is for an authorised purpose, the employee/agent must obtain authorisation in writing from the Agency and must abide by such ruling.
- 5.6 For the purpose of the aforesaid clause, personal information extends to all information by which a natural or juristic person can be described including but not limited to race, gender, marital status, ethnic or social origin, age, disability, information relating to education, qualifications, medical, credit, criminal records and employment history, identity numbers, contact details, physical address and biometric information.

5.7 I will notify any principal of the agency immediately where there are reasonable grounds to believe that the personal information of a client or a colleague has been accessed or acquired by any unauthorised person.

Signed at PRETORIA on 20 October 2025.

Agent/employee signature: 

Name: JHANNI AS BENADI

Annexure 4: Consent by Employee/Agent

EMPLOYEE/AGENT CONSENT FOR PROCESSING OF INFORMATION IN TERMS THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

For the purposes of this consent, an agent may be an employee or an independent contractor.

I, the undersigned Rebecca Stella Wagener, hereby take note of, consent and commit to comply to the measures set out below and in the POPIA Manual, by the agency.

1. Purpose of Processing Personal Information

The information obtained is utilized to:

- 1.1 Carry out and manage business operations.
- 1.2 For staffing, assessment, recruitment and career development purposes.
- 1.3 To provide benefits and services to employees.
- 1.4 For purposes of performance management, succession planning, remuneration and benefits, occupational health administration, corporate security, organizational charts, legal reporting obligations and other legitimate business purposes.

2. Consent

- 2.1 Hereby authorise **IQ RENTAL & BOND ORIGINATORS (PTY) LTD** (hereinafter "the agency") and the agency's bookkeeping and human resource departments and authorised management team to use, review and process any personal information provided to the agency in the course of my application and employment as well as any information that I have provided in support of my application for the aforesaid purposes.
- 2.2 I hereby give my consent to the Agency to collect process and distribute relevant personal information where the agency is legally required to do so, for example as required by SARS or in terms of Employment Equity, Basic Conditions of Employment Act 75 of 1997, as amended ("BCEA"), and the Labour Relations Act 66 of 1995, as amended ("LRA"). Information that is publicly available will not be considered as personal information.

3. Privacy and Accuracy

- 3.1 I have a right to privacy and the right to have my personal information processed in accordance with the conditions for the lawful processing of personal information.

5.7 I will notify any principal of the agency immediately where there are reasonable grounds to believe that the personal information of a client or a colleague has been accessed or acquired by any unauthorised person.

Signed at Pretoria on 20 October 2025.

Agent/employee signature: 

Name: Rebecca Stella Wagener

Annexure 4: Consent by Employee/Agent

EMPLOYEE/AGENT CONSENT FOR PROCESSING OF INFORMATION IN TERMS THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

For the purposes of this consent, an agent may be an employee or an independent contractor.

I, the undersigned Annecke Roodt, hereby take note of, consent and commit to comply to the measures set out below and in the POPIA Manual, by the agency.

1. Purpose of Processing Personal Information

The information obtained is utilized to:

- 1.1 Carry out and manage business operations.
- 1.2 For staffing, assessment, recruitment and career development purposes.
- 1.3 To provide benefits and services to employees.
- 1.4 For purposes of performance management, succession planning, remuneration and benefits, occupational health administration, corporate security, organizational charts, legal reporting obligations and other legitimate business purposes.

2. Consent

- 2.1 Hereby authorise **IQ RENTAL & BOND ORIGINATORS (PTY) LTD** (hereinafter "the agency") and the agency's bookkeeping and human resource departments and authorised management team to use, review and process any personal information provided to the agency in the course of my application and employment as well as any information that I have provided in support of my application for the aforesaid purposes.
- 2.2 I hereby give my consent to the Agency to collect process and distribute relevant personal information where the agency is legally required to do so, for example as required by SARS or in terms of Employment Equity, Basic Conditions of Employment Act 75 of 1997, as amended ("BCEA"), and the Labour Relations Act 66 of 1995, as amended ("LRA"). Information that is publicly available will not be considered as personal information.

3. Privacy and Accuracy

- 3.1 I have a right to privacy and the right to have my personal information processed in accordance with the conditions for the lawful processing of personal information.

- 3.2 The Agency will take reasonably practicable steps to ensure that the personal information on record is complete, accurate, not misleading and updated where necessary, but that I have an obligation to ensure that I communicate any change in any of my personal particulars, such as home address, telephone number etc. to the Human Resources Department within one week of such change.
- 3.3 I have the right to request access to the records of my personal information held by the employer and I have the right to request that the records be corrected or deleted if this is warranted.
- 3.4 Work email addresses and cellphone numbers for agents are in the public domain and not regarded as private information as it is required for marketing purposes.

4. Safety of Personal information

- 4.1 The Agency uses anti-virus software and firewalls for the protection of digitally stored personal information.
- 4.2 Physical records are accessible by authorised personnel (management, bookkeeping and HR department) and is kept in a secure location – Locked office, with camera and alarm, locked cabinet.
- 4.3 Information will be retained for a period of 5 years

5. Compliance by employee with the POPI Manual and Procedures

- 5.1 I acknowledge that during my employment/affiliation with the agency I will access, process or obtain the personal information of clients.
- 5.2 I will abide by the principles as set out in the POPI Manual and Procedures of the Agency, the content of which I have read and will receive training on.
- 5.3 I will not access or process such personal information for any reason other than the reason for which such information was collected and is stored.
- 5.4 I will ensure that I obtain permission from clients to process their information at every relevant point.
- 5.5 I will not disclose to others, or make use of any personal information, unless for a purpose authorised by the Agency. Should the employee/agent be in any doubt about whether any disclosure or access or processing or use is for an authorised purpose, the employee/agent must obtain authorisation in writing from the Agency and must abide by such ruling.
- 5.6 For the purpose of the aforesaid clause, personal information extends to all information by which a natural or juristic person can be described including but not limited to race, gender, marital status, ethnic or social origin, age, disability, information relating to education, qualifications, medical, credit, criminal records and employment history, identity numbers, contact details, physical address and biometric information.

5.7 I will notify any principal of the agency immediately where there are reasonable grounds to believe that the personal information of a client or a colleague has been accessed or acquired by any unauthorised person.

Signed at Pretoria on 20 October 2025.

Agent/employee signature: 

Name: Annette Roadt

Annexure 4: Consent by Employee/Agent

EMPLOYEE/AGENT CONSENT FOR PROCESSING OF INFORMATION IN TERMS THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

For the purposes of this consent, an agent may be an employee or an independent contractor.

I, the undersigned Mariza Strydom, hereby take note of, consent and commit to comply to the measures set out below and in the POPIA Manual, by the agency.

1. Purpose of Processing Personal Information

The information obtained is utilized to:

- 1.1 Carry out and manage business operations.
- 1.2 For staffing, assessment, recruitment and career development purposes.
- 1.3 To provide benefits and services to employees.
- 1.4 For purposes of performance management, succession planning, remuneration and benefits, occupational health administration, corporate security, organizational charts, legal reporting obligations and other legitimate business purposes.

2. Consent

- 2.1 Hereby authorise **IQ RENTAL & BOND ORIGINATORS (PTY) LTD** (hereinafter "the agency") and the agency's bookkeeping and human resource departments and authorised management team to use, review and process any personal information provided to the agency in the course of my application and employment as well as any information that I have provided in support of my application for the aforesaid purposes.
- 2.2 I hereby give my consent to the Agency to collect process and distribute relevant personal information where the agency is legally required to do so, for example as required by SARS or in terms of Employment Equity, Basic Conditions of Employment Act 75 of 1997, as amended ("BCEA"), and the Labour Relations Act 66 of 1995, as amended ("LRA"). Information that is publicly available will not be considered as personal information.

3. Privacy and Accuracy

- 3.1 I have a right to privacy and the right to have my personal information processed in accordance with the conditions for the lawful processing of personal information.



- 3.2 The Agency will take reasonably practicable steps to ensure that the personal information on record is complete, accurate, not misleading and updated where necessary, but that I have an obligation to ensure that I communicate any change in any of my personal particulars, such as home address, telephone number etc. to the Human Resources Department within one week of such change.
- 3.3 I have the right to request access to the records of my personal information held by the employer and I have the right to request that the records be corrected or deleted if this is warranted.
- 3.4 Work email addresses and cellphone numbers for agents are in the public domain and not regarded as private information as it is required for marketing purposes.

4. Safety of Personal information

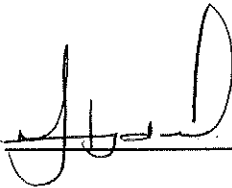
- 4.1 The Agency uses anti-virus software and firewalls for the protection of digitally stored personal information.
- 4.2 Physical records are accessible by authorised personnel (management, bookkeeping and HR department) and is kept in a secure location – Locked office, with camera and alarm, locked cabinet.
- 4.3 Information will be retained for a period of 5 years

5. Compliance by employee with the POPI Manual and Procedures

- 5.1 I acknowledge that during my employment/affiliation with the agency I will access, process or obtain the personal information of clients.
- 5.2 I will abide by the principles as set out in the POPI Manual and Procedures of the Agency, the content of which I have read and will receive training on.
- 5.3 I will not access or process such personal information for any reason other than the reason for which such information was collected and is stored.
- 5.4 I will ensure that I obtain permission from clients to process their information at every relevant point.
- 5.5 I will not disclose to others, or make use of any personal information, unless for a purpose authorised by the Agency. Should the employee/agent be in any doubt about whether any disclosure or access or processing or use is for an authorised purpose, the employee/agent must obtain authorisation in writing from the Agency and must abide by such ruling.
- 5.6 For the purpose of the aforesaid clause, personal information extends to all information by which a natural or juristic person can be described including but not limited to race, gender, marital status, ethnic or social origin, age, disability, information relating to education, qualifications, medical, credit, criminal records and employment history, identity numbers, contact details, physical address and biometric information.

5.7 I will notify any principal of the agency immediately where there are reasonable grounds to believe that the personal information of a client or a colleague has been accessed or acquired by any unauthorised person.

Signed at Pretoria on 22 October 2025.

Agent/employee signature:  _____

Name: Mariiza Strydom.