

Privacy Policy

TPN Group Pty Ltd operates the rentbay.co.za website.

Rentbay.co.za respects the privacy of the users of its site and the other people we do business with. We strive to comply with the Privacy Principles in the Privacy Act when we handle personal information (that is, information from which a person's identity reasonably can be ascertained).

This Privacy Policy describes the types of personal information we may collect (both online and offline) and how rentbay.co.za will handle personal information about you.

1. What kind of personal information does rentbay.co.za collect and how

Rentbay.co.za collects personal information from members of the public and other people it does business with (eg contact people in external service providers). If you use the rentbay.co.za website you may be asked to provide personal information such as your name, address, contact details and gender.

Otherwise, the personal information collected is generally limited to business contact information.

2. How and why rentbay.co.za collects personal information

Website users: if you use the rentbay.co.za website, personal information will be collected directly from so that we can provide you with the services you have requested (eg so you can subscribe to our services or request some other service from rentbay.co.za).

We may also ask you to provide personal information if you complete a survey or questionnaire, enter a competition or an event, seek employment, or communicate with rentbay.co.za by email, telephone, mail or in writing.

Business contacts: Sometimes rentbay.co.za needs to collect personal information from people we do business with. This will usually happen when we collect the name and business details of a real estate agent or its employees. We collect this information in order to carry out our business.

Rentbay.co.za's policy is only to use personal information for the purpose for which it was collected (or related purposes that be reasonably expected).

We won't use your personal information for any other purpose without your consent.

3. Does rentbay.co.za collect Sensitive Information?

"Sensitive Information" includes personal information relating to a person's health, race and ethnic origin (among other things). As a general rule, we don't need to collect 'sensitive information'. If we do need it for a specific purpose (eg to provide you with a service you have requested), we will seek your consent before we collect it.

4. Will your personal information be given to anyone else?

If you volunteer personal information to a real estate agent through our website, it will be disclosed to that real estate agent (which will handle that personal information in accordance with its own privacy policy).

Personal information collected by rentbay.co.za may be disclosed to a related company of rentbay.co.za or to the following types of third parties:

- with your consent, we will provide your personal information to organisations who are sponsoring or otherwise involved with or participating in a competition, survey, promotion; and
- we may provide your personal information to other companies or individuals to whom we outsource specialised functions (including but not limited to mailing houses, printing companies, data processors, data analysts and research companies). If we do outsource functions in this way, we take steps to ensure that those contractors:
 - comply with the Privacy Acts when they handle personal information about you; and
 - are bound to use the personal information for the same purpose as the information was collected (ie in order to provide the services or to perform the functions required by rentbay.co.za).

In addition, the rentbay.co.za website allows you to send emails to a third party, such as our "email a friend" service. If you provide us with personal information as part of those emails, it will be disclosed to the recipient of that email. If a third party provides us with your personal information by using such services, we will deal with that personal information in accordance with this Privacy Policy as if you had disclosed that personal information directly to us.

Otherwise, rentbay.co.za will only disclose personal information if required or authorised by law.

5. Links to Third Party Websites from rentbay.co.za

We provide links to websites outside of our website, as well as to third party Web sites. These linked sites are not under the control of rentbay.co.za, and we do not accept responsibility for the conduct of companies linked to our website. Before disclosing your personal information on any other website, we advise you to examine the terms and conditions of using that website and its privacy statement.

6. How is your personal information stored?

Rentbay.co.za takes physical, electronic and managerial steps to ensure that the personal information it holds is secure from unauthorised access, destruction, use, modification or disclosure.

Rentbay.co.za only permits your details to be accessed by authorised personnel, and we educate our staff about their responsibilities under the Privacy Acts.

In striving to ensure that the security, integrity and privacy of personal information submitted to our sites is maintained to the highest level, rentbay.co.za regularly reviews and updates its security measures in light of current technologies. Unfortunately, no data transmission over the internet can be guaranteed to be totally secure, and you need to be aware of this when using our website.

7. Your right of access and correction

Under the Privacy Act, you have the right to seek access to information which rentbay.co.za holds about you (although there are some exceptions to this). You also have the right to ask us to correct information about which is inaccurate, incomplete or out of date.

In you wish to exercise your right under the Privacy Act to seek access to the personal information that rentbay.co.za holds about you, or if you believe that personal information about you is not accurate, complete or up to date, you should contact rentbay.co.za, including the details of your request for correction. The contact details can be found the end of this Privacy Policy. It will assist rentbay.co.za to process your request if you can specify the personal information you are seeking to access to (eg by providing details of when you provided personal information to us, and in what context).

Please note that generally, the personal information we hold about you will be information that you have provided us (eg through our website), or that your employer has provided us (if your employer is a business partner or contractor of rentbay.co.za).

Rentbay.co.za may ask you to pay its reasonable costs of responding to your request

Rentbay.co.za's policy is to consider requests for access or correction within a reasonable time

8. Online collection of non-personal information

When you visit rentbay.co.za, the website automatically collects other information (that is not personal information). For example, for each visitor to our website, our server automatically recognises and stores the visitor's domain name, but not their email address.

Our website also uses cookies. Most web browsers are set by default to accept cookies. However, if you do not wish to receive any cookies you may set your browser to either prompt or refuse cookies, but this may mean you can not access all the features of the website. We use cookies for tracking the statistics about the use of our website. This allows us to improve the layout and functionality of our website. This tracking is conducted in such a way to ensure the anonymity of visitors. The cookie may identify your computer, but it should not identify you.

9. Additional privacy information and how to contact rentbay.co.za

In keeping up to date with the current environment and regulations, rentbay.co.za may from time to time review and update this privacy policy to take account of new laws and technology and changes to rentbay.co.za's operations. All personal information held by rentbay.co.za will be governed by rentbay.co.za's most recent policy. We will make this Privacy Policy available to anyone who requests it, through our website.

If you have a privacy concern or query, please contact the following: support@rentbay.co.za