

PRIVACY POLICY

OF ARCA UNLIMITED ARCHITECTS (PTY) LTD

Trading as ARCA ARCHITECTS AND DESIGNERS

1. INTRODUCTION

ARCA Unlimited Architects (Pty) Ltd (“ARCA Architects and Designers” or “we” or “us”) is committed to protecting and respecting your privacy. This privacy policy outlines how we collect, use, protect, and process any information that we collect or are provided with. This policy also outlines the measures taken by us to ensure all internal and external processes are aligned with the guidelines provided by the Protection of Personal Information Act, No. 4 of 2013 (POPIA).

Capitalised terms used in this Policy have the same meanings as ascribed thereto in section 1 of POPIA.

2. COLLECTING PERSONAL INFORMATION

Due to the nature of our work and business, ARCA Architects and Designers collects Personal Information from its clients, potential clients, service providers, consultants, contractors, or Operator in order to plan and develop architectural designs. The use of the collected information may involve that we make telephonic contact with you, email you, and share your Personal Information with relevant service providers, contractors, partners, or suppliers.

We primarily collect Personal Information to ensure that you have access to our service/s and to enable us to provide a professional service. The type of Personal Information we collect and process from you will be determined by the purpose for which it is collected and used, but we will only collect information that is needed for its purpose.

We collect and process your Personal Information mainly to provide you with access to our service/s and to help us improve our offerings to you. The type of information we collect will depend on the purpose for which it is collected and used, and we will only collect information that we need for that purpose. We collect information directly from you where you provide us with your personal details, for example when you solicit services from us or when you submit either your details or enquiries to us or contact us.

The Personal Information we collect may include the following:

- Your full name;
 - Your address/es;
 - Your date of birth;
 - Your email address/es;
 - Your contact number/s; and
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- Payment details, billing address, payment method; bank account number or credit card number; invoice records; payment records; payment amount; and payment date.

In addition to the above, we may create and store Information about you including, but not limited to, client records, records of your communications with us, information about previous services provided to you, architectural designs, and product information.

We will not intentionally collect or process the Personal Information of a child without the permission of a Competent Person.

3. PROCESSING OF INFORMATION

ARCA Architects and Designers will process Personal information in the ordinary course of conducting our business. We will primarily use your Personal Information for the purpose for which it was originally collected. Your Personal Information will only be used for a secondary purpose only if such purpose constitutes a legitimate interest and is closely related to the primary reason for which the Personal Information was originally collected.

We may process your Personal Information during various business activities including, but not limited to, the following activities:

- Conducting Architectural and Design services and related operations;
- Project planning;
- Compiling reports;
- Ensuring compliance with applicable legislation;
- Responding to queries and requests;
- Liaising with relevant service providers and contractors; and
- General operating of our business.

4. DISCLOSURE OF PERSONAL INFORMATION TO THIRD PARTIES

ARCA Architects and Designers will not sell or trade any of your Personal Information collected. We may share some of the Personal Information we collect with our related service providers, consultants and contractors who help us provide services to you. We often need to share your Personal Information with Operators who perform portions of our service delivery. These Operators may include:

- Service providers, contractors and consultants, including, Financial Consultants, IT services, building contractors and suppliers, data analysis consultants;
- Professional advisors and consultants;
- Regulatory authorities; and
- Any other third part required by legislation.

Where your Personal Information is shared with service providers, consultants, contractors or Operators, ARCA Architects and Designers will ensure that these third parties protect your privacy in accordance with POPIA.

5. YOUR LEGAL RIGHTS

Under South African and other law, you have access to your Personal Information processed and retained by us and to request that we rectify, erase, and restrict the use of your Personal Information. You also have rights to object to your Personal Information being used, to ask for the transfer of Personal Information you have made available to us, and to withdraw consent to the use of your Personal Information.

6. DATA SECURITY

ARCA Architects and Designers implements strict and appropriate technical and organisational security measures to protect Personal Information that we have collected against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, unauthorised access.

Where there are reasonable grounds to believe that our data security has been compromised and that your Personal Information that is in our possession has been accessed or acquired by any unauthorised person, we will notify you and the relevant regulator, unless a public body responsible for detection, prevention or investigation of offences or the relevant regulator informs us that notifying you will impede a criminal investigation.

Due to the fact the internet is an unrestricted and open system, the transmission of information via the internet is not completely secure. Although we will implement all possible and reasonable measures to protect your Personal Information that is in our possession, we cannot guarantee the security of any information transmitted using the internet and we cannot be held liable for any loss of privacy occurring during the course of such transmission.

7. DATA ACCURACY

ARCA Architects and Designers requires that all Personal Information provided to us is accurate, current, and complete. Should Personal Information change, the provider of such data will be responsible to notify us of the change and to provide us with the accurate, current, and complete data.

8. DATA MINIMISATION

ARCA Architects and Designers will restrict its processing of Personal Information to data which is sufficient for the fulfilment of the primary purpose and applicable legitimate purpose for which it was collected.

9. DATA STORAGE AND RETENTION

ARCA Architects and Designers shall only retain and store Personal Information for the period for which the data is required to serve its purpose or a legitimate interest; or for the period required to comply with applicable legislation or regulating bodies, whichever is longer.

10. COOKIES AND SIMILAR TECHNOLOGIES

We may process your Personal Information by our use of cookies and similar technologies.

Cookies are software programs that install themselves on your computer or your mobile device. These cookies store data specific to a particular user and remember your preferences about our website. Every time you return to our website cookies record data, which is then transmitted to us or to third parties with whom we work.

We may collect information about your computer, including where available, your operating system, browser type, third-party software installed on your device, installation and uninstallation rates, the language of your device and computers manufacturer, screen size and model of the device and any other technical information for system administration and to report aggregate information to our advertisers. This statistical data about our users' browsing actions and patterns is derived from your Personal Information but is not considered Personal Information in law as it does not identify any individual.

When visiting our website, we may place cookies onto your device, or read cookies already on your device, subject always to obtaining your consent, where required, in accordance with applicable law. We use cookies to record information about your device, your browser and, in some cases, your preferences and browsing habits. We may Process your Personal Information through cookies and similar technologies with your consent.

11. DIRECT MARKETING

Should we Process your Personal Information for the purpose of direct marketing, where we provide you with information regarding services that may be of interest to you, you may unsubscribe from such marketing at any time.

12. CONTACT DETAILS

ARCA Architects and Designers:

Information Officer: Gerrit Wassenaar

Contact: 012-346 4023

Email: gerrit@arcaunlimited.com

Date of issue of this policy: 01 July 2021