PRIVACY POLICY

Property Finder Mossel Bay | MBay Properties

Property Finder Mossel Bay and MBay Properties are trading names under which Ruth Elizabeth Moss, a sole proprietor, conducts her real estate business. We are committed to protecting the privacy and personal information of our clients and website visitors in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA).

1. Personal Information We Collect

In providing our real estate services, we may collect and process personal information such as names, contact details, identification documents, financial information and property-related information. We only request information relevant to the enquiry, service or property transaction concerned.

2. Why We Collect Personal Information

Personal information is processed for purposes including:

- Responding to property enquiries and providing real estate services.
- Assisting buyers and sellers with property transactions.
- Preparing and administering property-related documentation.
- Meeting legal and regulatory obligations, including FICA requirements.
- Communicating with clients regarding services they have requested.

3. Sharing of Personal Information

We treat personal information as confidential. Where necessary, information may be shared with conveyancing attorneys, bond originators and other relevant parties involved in a property transaction. Information may also be disclosed to regulatory authorities or other parties where required by law.

4. Storage and Protection

We take reasonable and appropriate steps to safeguard personal information against loss, misuse, unauthorised access or disclosure. Personal information is retained only for as long as required for the purpose for which it was collected, or as required by applicable legal and regulatory obligations.

5. Your Rights

In accordance with POPIA, you may request access to your personal information, request correction or deletion where legally permissible, and object to certain forms of processing, including direct marketing. You may also withdraw consent where consent is the basis for processing. These rights remain subject to applicable legal obligations.

6. Marketing Communications

We respect your privacy and will only use your contact information for marketing communications in accordance with applicable POPIA requirements. You may request that marketing communications cease at any time.

7. Contact Details

For questions, requests or concerns relating to personal information and this Privacy Policy, please contact:

Business: Property Finder Mossel Bay | MBay Properties
Responsible person: Ruth Elizabeth Moss
Telephone: 064 904 1277
Email: info@mbay.co.za

Physical address: Shop 15, Prince Vincent Building, Church Street, Mossel Bay, Western Cape, South Africa.

Postal address: Postnet Suite #249, Private Bag X5, Mossel Bay, 6500.

This Privacy Policy may be updated from time to time to reflect changes in our business practices or applicable legislation.