PRIVACY POLICY (POPIA)

Western Cape, South Africa
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https://tm-rentals.com
Reg 2021/794867/07 · B-BBEE Level 4

BILL TO

The Masked Rentals Pty Ltd

Version 1.0

Updated 19 August 2026

What personal information we hold, why, and your rights.

The Masked Rentals Pty Ltd is the responsible party for the personal information described here, under the Protection of Personal Information Act 4 of 2013 (POPIA).

1. What we collect

• Guests: name, email, cellphone number, the make-up of your party, any pets, your stay dates, special requests and payment records.

• Rental applicants and tenants: the above plus ID number, employment and income details, bank statements, credit bureau reports, lease documents and payment history.

• Advertisers: business and contact details and billing records.

• Everyone: basic technical information when you use the website, and the content of messages you send us.

2. Why we hold it

To take and manage your booking or tenancy, to invoice and receipt you, to meet our legal and tax obligations, to assess a rental application with your consent, and to answer you when you contact us. We do not sell your information to anyone.

3. Who we share it with

Only where necessary: our payment gateway (which handles card details directly — we never receive them), our email and SMS providers, credit bureaus for rental applications with your consent, our accountants and auditors, and any authority where the law requires it. Where a booking comes through a listing channel, that channel has its own privacy terms.

4. Card details

We never see, process or store your card number. Card payments are handled entirely by a PCI-compliant payment gateway.

5. How long we keep it

Booking and financial records are kept for five years as tax law requires. Lease records are kept for five years after the tenancy ends. Unsuccessful rental applications are deleted within twelve months. Marketing consent is kept until you withdraw it.

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6. Your rights

You may ask what we hold about you, ask us to correct or delete it, object to processing, and complain to the Information Regulator. Write to us and we will respond within a reasonable time. Some information we must keep for the periods above even if you ask us to delete it.

7. Security

Access to our systems is restricted and password-protected, the website runs over an encrypted connection, and documents are stored outside the public web root. No system is perfect, but we take this seriously and will tell you and the Regulator if a breach affects you.

8. Marketing

We only send marketing to people who have asked for it or who have stayed or rented with us, and every message has an unsubscribe link. Operational messages about your own booking or tenancy are not marketing and will still be sent.

9. Contact

Questions or requests about your information: write to us using the details on our contact page.

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