

Privacy Policy

Issued in terms of the Protection of Personal Information Act 4 of 2013 ("POPIA")

EFFECTIVE DATE

25 September 2026

VERSION

1.0

1. Introduction

Store It Honeydew (Pty) Ltd, registration number 2022/811823/07, with its registered office at 164 South African Drive, Honeydew, Gauteng, 2170 ("Store It", "we", "us" or "our"), is committed to processing personal information lawfully and responsibly.

This policy explains how we collect, use, share, store and protect personal information. It applies to our website (storeit.co.za), our unit bookings and move-in transport, and all communication with us by WhatsApp, Facebook, Instagram, email, telephone and our contact form, including where you reach us through our Facebook or Instagram adverts. It applies to individuals and to companies and other organisations.

This policy forms part of our legal documents, available at storeit.co.za/legal.

2. Information Officer

Our Information Officer is responsible for our compliance with POPIA and for dealing with any request relating to your personal information. The Information Officer can be contacted at info@storeit.co.za.

3. Personal information we collect

3.1 Information you provide to us

- **Unit bookings:** your first name, surname, cellphone number and email address.
- **Move-in transport:** your collection address, the location you mark on the map and your preferred move-in date.
- **Contact form:** your name, company name (if applicable), email address, phone number and message.
- **WhatsApp, Facebook and Instagram:** your phone number or profile name, your messages and comments, and any menu options you select.
- **Email and telephone:** your contact details and the content of your communication. We do not record telephone calls.

3.2 Information created when you rent from us

- The unit you rent, your booking reference, your payment status and history, and your invoices.

3.3 Information we receive from third parties

- **PayFast** confirms your payments and provides a reference token that allows your monthly payment to be processed. We never receive or store your card or bank account details.
- **Meta** tells us which Facebook or Instagram advert you clicked when you contact us on WhatsApp through that advert.

3.4 Information about website visits

Where you consent, we collect information about visits to our website. This is described in section 7.

We do not collect identity numbers or special personal information, such as health, religious or biometric information.

4. Is providing your information voluntary?

Providing personal information is voluntary. However, your name, cellphone number and email address are required to book and rent a unit, and your collection address is required to provide move-in transport. If you do not provide this information, we will not be able to rent you a unit or collect your belongings.

5. Why we use your personal information

Purpose	Lawful basis
Renting you a unit, managing your rental, issuing invoices and processing payments	Performing our contract with you
Collecting your belongings when you book move-in transport	Performing our contract with you
Responding to your enquiries on any of our channels	Taking steps at your request, and our legitimate interest in responding to you
Keeping accounting and tax records	Complying with the law
Securing our website and systems	Our legitimate interest in protecting our business and your information
Measuring website visits and advert performance	Your consent

We do not sell your personal information, and we do not use it to send you marketing messages.

6. Laws that require us to keep information

We keep accounting and financial records as required by the Companies Act 71 of 2008 and the Tax Administration Act 28 of 2011.

7. Cookies and website visits

When you first visit our website, we ask which optional cookies you accept. You can use the whole website without accepting them, and you can change your choice at any time through the cookie settings on our website.

Type	Purpose	When used
Necessary	Remembers your cookie choice and keeps the website working securely.	Always
Analytics	Measures visits to our website so that we can understand trends and improve it. We record the pages viewed, clicks and scrolling, the type of device and browser used, the website or advert that led to the visit, and steps taken towards a booking. Two cookies are used: a random visitor number (12 months) and a visit number (30 minutes). IP addresses are converted into a code that cannot be reversed and are never stored in full. Nothing you type into forms is recorded. This information is kept on our own server. We also use Google Analytics.	Only if you accept Analytics cookies
Advertising	Google Ads and the Meta Pixel measure the performance of our adverts and help show them to people likely to need storage.	Only if you accept Advertisement cookies

8. Who we share your information with

We share personal information only with the following service providers, and only to the extent necessary:

- **PayFast**, to process payments.
- **Meta Platforms** (WhatsApp, Facebook and Instagram), when you communicate with us on those platforms or interact with our adverts.
- **Google**, to locate your collection address (Google Maps) and, with your consent, for analytics and advertising.
- **Our website hosting provider** in South Africa, which hosts our website, booking system and records.

Move-in transport is carried out by our own team. We will also disclose personal information where required by law.

9. Transfers outside South Africa

Meta and Google may process personal information outside South Africa. We only share information with providers subject to laws, binding corporate rules or agreements that provide a level of protection substantially similar to POPIA, as required by section 72 of POPIA.

10. How long we keep your information

Information	Retention period
Rental, transport, invoice and payment records	For the duration of your rental and 7 years after it ends
Enquiries from people who do not rent a unit	Up to 12 months
Our WhatsApp menu's record of your number	Deleted automatically after 15 days without contact
Website visit data	Up to 24 months, after which only anonymous totals that cannot identify anyone are kept

When information is no longer needed, it is deleted or de-identified.

11. How we protect your information

We take appropriate technical and organisational measures to protect personal information. These include encrypted (HTTPS) connections, storing sensitive records in areas of our server that cannot be reached from the internet, and limiting access to authorised persons using password-protected accounts. Payment details are handled only by PayFast.

If we have reasonable grounds to believe that your personal information has been accessed or acquired by an unauthorised person, we will notify you and the Information Regulator as soon as reasonably possible, as required by section 22 of POPIA.

12. Your rights

Subject to POPIA, you have the right to:

- Know whether we hold personal information about you, and request access to it.
- Request the correction or deletion of personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained.
- Object to the processing of your personal information on reasonable grounds.
- Withdraw your consent at any time, without affecting processing that took place before.
- Lodge a complaint with the Information Regulator.

To make a request, email info@storeit.co.za or send a WhatsApp message to our business number. We may ask you to verify your identity, and we will respond within 30 days. Where the law or an active rental requires us to keep certain information, we will explain this in our response.

13. Children

Our services are intended for persons aged 18 and older. We do not knowingly collect personal information from children.

14. The Information Regulator

If you are not satisfied with how we have handled your personal information, please contact our Information Officer first. You may also lodge a complaint with the Information Regulator:

Address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

Telephone: 010 023 5200

Complaints: POPIAComplaints@infoeregulator.org.za

Website: www.infoeregulator.org.za

15. Changes to this policy

We may update this policy from time to time. The current version, with its effective date, will always be available on our website.