

PROPERLEE

Platform Terms of Use

Effective date: 09 June 2026 · Version 1.1

Supersedes	Version 1.0 dated 2 April 2026
Key amendments	Section 10 (Privacy Policy cross-reference updated to v2.0); Section 11 (encryption description aligned); Section 15 (privacy contact updated)

These Platform Terms of Use ("Terms") govern your access to and use of the Properlee platform ("Platform") operated by Properlee (Pty) Ltd ("Properlee", "we", "us"). By creating an account or accessing the Platform, you agree to be bound by these Terms. If you do not agree, do not use the Platform.

1. The Platform

Properlee is a sectional title scheme management platform designed to assist Managing Agents, trustees, owners, and tenants in the administration of body corporate schemes in South Africa. The Platform is made available to you through your body corporate's Managing Agent.

2. User accounts and access

- Your account is personal to you and may not be shared with or transferred to any other person.
- You are responsible for maintaining the confidentiality of your login credentials.
- You must notify us immediately at support@properlee.co.za if you suspect unauthorised access to your account.
- We reserve the right to suspend or terminate accounts that are used in breach of these Terms.
- Access to the Platform is granted at the discretion of your Managing Agent and may be revoked at any time.

3. Acceptable use

You agree to use the Platform only for lawful purposes and in accordance with these Terms. You must not:

- Use the Platform in any way that violates applicable South African law or regulation
- Attempt to gain unauthorised access to any part of the Platform or its underlying infrastructure
- Upload or transmit any content that is unlawful, harmful, defamatory, or fraudulent
- Use the Platform to harass, intimidate, or harm any other user
- Attempt to reverse engineer, decompile, or extract the source code of the Platform
- Use automated tools to scrape, crawl, or extract data from the Platform without written consent
- Misrepresent your identity or affiliation with any person or organisation
- Interfere with the security, integrity, or availability of the Platform

4. Your data and content

Any information you submit through the Platform ("Your Content") remains your property. By submitting content, you grant Properlee a limited licence to store, process, and display it solely for the purpose of providing the Platform services.

You are responsible for ensuring that any personal information you submit about other individuals is accurate, up to date, and that you have the right to provide it. This includes compliance with POPIA in respect of any third-party personal information you submit.

5. Data accuracy

You are responsible for the accuracy of information you enter into the Platform. Properlee is not liable for any errors, omissions, or consequences arising from inaccurate data entered by users. The Platform relies on the information provided by Managing Agents and their clients.

6. Platform availability

We aim to keep the Platform available at all times but do not guarantee uninterrupted access. We may perform maintenance, updates, or modifications that temporarily affect availability. We will endeavour to provide advance notice of planned maintenance where possible.

7. STSMA compliance

The Platform is designed to assist with compliance with the Sectional Titles Schemes Management Act 8 of 2011 ("STSMA") and its regulations. However, Properlee does not provide legal advice. The ultimate responsibility for STSMA compliance rests with the body corporate, its trustees, and its Managing Agent. You should seek independent legal advice where required.

8. Intellectual property

All intellectual property rights in the Platform, including its design, functionality, code, and content, are owned by or licensed to Properlee. Nothing in these Terms grants you any right to use Properlee's intellectual property except as strictly necessary to use the Platform for its intended purpose.

9. Limitation of liability

To the maximum extent permitted by South African law:

- Properlee is not liable for any indirect, incidental, consequential, or punitive damages arising from your use of the Platform.
- Properlee's total liability to you for any claim arising from these Terms or your use of the Platform shall not exceed the amount paid by you (or your Managing Agent on your behalf) for Platform access in the 12 months preceding the claim.
- Properlee is not liable for data loss arising from user error, incorrect data entry, or misuse of the Platform.

10. Privacy

Amendment v1.1 | Privacy Policy reference updated to v2.0; privacy contact added.

Your use of the Platform is also governed by our Privacy Policy (Version 2.0), available at www.properlee.co.za/privacy. By using the Platform, you consent to the collection and use of your personal information as described in the Privacy Policy.

For privacy-related queries or to exercise your rights under POPIA, contact our Information Officer at privacy@properlee.co.za.

11. Consent to identity number storage

Amendment v1.1 | Encryption description simplified and aligned with Privacy Policy v2.0.

Where the Platform offers the option to store your South African identity number, this is entirely voluntary. By ticking the consent checkbox when prompted, you:

- Confirm that you are providing your own identity number and consent to its encrypted storage on the Platform
- Acknowledge that the identity number will be encrypted at rest using strong symmetric encryption and stored securely in our database, with encryption keys held separately from the data
- Understand that you may withdraw consent and request deletion of your identity number at any time by contacting privacy@properlee.co.za
- Acknowledge that the identity number is used solely for identity verification and scheme administration purposes and is never transmitted to third-party service providers

12. Lea AI assistant

New section v1.1 | Disclosed in accordance with POPIA Condition 6 (Openness) and ISO 27701 transparency requirements.

The Platform includes an optional AI assistant feature called Lea, powered by the Anthropic API. When you use Lea:

- Your query and relevant scheme context are processed by Anthropic's API to generate a response
- No personal information of owners, tenants, or other individuals is included in queries sent to Anthropic
- Properlee does not retain Lea conversation content after your session ends
- Use of Lea is optional and does not affect access to any other Platform feature

Full details of how Lea processes data are set out in our Privacy Policy (section 8).

13. Changes to these Terms

We may update these Terms from time to time. We will notify you of material changes by email or in-platform notification at least 14 days before the changes take effect. Your continued use of the Platform after the effective date constitutes acceptance of the updated Terms.

14. Termination

We may suspend or terminate your access to the Platform at any time if you breach these Terms, your Managing Agent's subscription lapses, or we reasonably believe your account poses a security risk. Upon termination, your right to access the Platform ceases immediately.

15. Governing law

These Terms are governed by and construed in accordance with the laws of the Republic of South Africa. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the South African courts.

16. Contact

Amendment v1.1 | Privacy email address added alongside general support contact.

For any questions regarding these Terms, please contact:

Organisation	Properlee (Pty) Ltd
General support	support@properlee.co.za
Privacy & data rights	privacy@properlee.co.za
Website	www.properlee.co.za

USER ACCEPTANCE

By clicking "I Accept" or "Agree" when prompted on the Platform, or by continuing to use the Platform, you confirm that you have read, understood, and agree to be bound by these Terms of Use and the Properlee Privacy Policy (Version 2.0).

Version history

Version	Date	Changes
1.0	2 April 2026	Initial release
1.1	09 June 2026	Section 10: Privacy Policy cross-reference updated to v2.0; privacy@properlee.co.za added. Section 11: Encryption description simplified and aligned with Privacy Policy v2.0. Section 12: New Lea AI assistant disclosure added (POPIA Condition 6 compliance). Section 16: Privacy contact added.