

LEASY LINK

LEASY LINK ACCEPTABLE USE POLICY

LEGAL & COMPLIANCE

Document Type	Public Legal / Platform Conduct Policy
Version	1.2
Status	FINAL ACCEPTABLE USE POLICY
Primary Jurisdiction	Republic of Botswana
Regional Coverage	Botswana, South Africa, Namibia, Zambia, Zimbabwe, Eswatini and Lesotho and other countries.
Classification	Public
Effective Date	23 August 2026

PART**INTRODUCTION, PURPOSE, SCOPE AND USER OBLIGATIONS**

1. Purpose of this Policy

1.1 This Acceptable Use Policy ("Policy" or "AUP") establishes the standards that apply when accessing or using the Leasy Link Services.

1.2 The purpose of this Policy is to:

- a) promote lawful and responsible use of Leasy Link;
 - b) protect Users, tenants and other individuals whose Personal Data is processed through the Services;
 - c) protect the security, integrity and availability of the platform;
 - d) prevent fraud, abuse and misuse;
 - e) protect Leasy Link's Intellectual Property;
 - f) establish rules concerning information, documents and communications processed through the Services;
 - g) prevent unauthorised technical access and exploitation;
 - h) protect other Users and third parties; and
 - i) provide a clear basis for enforcement where misuse occurs.
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2. Relationship With Other Leasy Link Agreements

2.1 This Policy should be read together with the:

Terms & Conditions; End User Licence Agreement; Privacy Policy; Subscription & Billing Policy; Refund Policy; and Cookie Policy.

other applicable Leasy Link notices or policies..

2.2 The Terms & Conditions govern the overall relationship between Leasy Link and the User.

2.3 The EULA governs the licence to access and use the Application.

2.4 This Policy supplements those agreements by providing more detailed rules concerning acceptable and prohibited use.

2.5 Where a provision of this Policy conflicts with mandatory Applicable Law, mandatory law will prevail to the extent of that conflict.

3. Persons Covered

This Policy applies to any person who accesses or uses the Services, including:

Account Owners; landlords; property managers; estate agents where authorised; organisational Users; and Administrators.

Authorised Users; Trusted Contacts; contractors or representatives using an Account; and other authorised persons granted access to Leasy Link.

4. Services Covered

This Policy applies to use of:

the Leasy Link mobile Application; the Leasy Link website; administrative portals; Account functionality; APIs or integrations where authorised; and document storage.

tenant records; communications tools; Subscription functionality; reports; receipts; and statements.

support services; and other Leasy Link functionality made available from time to time.

5. Territorial Application

This Policy is intended to support the lawful provision of the Services in:

Botswana; South Africa; Namibia; Zambia; Zimbabwe; and Eswatini.

Lesotho..

Users must also comply with the mandatory laws applicable to their own activities and jurisdiction.

6. General Standard of Conduct

Users must access and use Leasy Link:

lawfully; honestly; responsibly; in good faith; for legitimate rental-management purposes; and in accordance with applicable contracts.

in accordance with this Policy; and without intentionally harming Leasy Link, another User, a tenant or any other person.

7. User Responsibility

The User remains responsible for activities conducted through their Account by persons whom they have lawfully authorised.

Users are responsible for:

information they enter; documents they upload; rental records they create; communications they send; permissions they grant; and Subscription usage.

compliance with applicable landlord and tenant obligations; and ensuring their use of the Services remains lawful.

8. Account Owner Responsibility

Where an Account Owner permits another person to use the Services through authorised functionality, the Account Owner remains responsible for:

selecting appropriate Users; assigning appropriate permissions; reviewing access; revoking access when no longer necessary; and ensuring authorised persons understand the applicable Leasy Link rules.

9. Trusted Contacts

A Trusted Contact must use the Services only within the permissions granted by the Account Owner.

Trusted Contact status does not create:

ownership of an Account; property ownership; inheritance rights; succession rights; entitlement to rental income; and partnership.

agency; shareholder rights; and authority beyond the access expressly granted.

10. Accuracy and Honesty

Users must take reasonable steps to ensure information entered into Leasy Link is:

accurate; complete; current; genuine; relevant; and not intentionally misleading.

Users must not knowingly use the platform to create a false version of rental activity or history.

11. Lawful Authority

A technical ability to enter or upload information does not mean that the User automatically has legal authority to do so.

Users remain responsible for establishing the lawful basis, permission, contractual authority or other legal entitlement required for their activities.

This is particularly important where Users process:

tenant Personal Data; National Identification Numbers; passport numbers; identity documents; lease documents; and financial information.

payment records; photographs; and third-party confidential information.

12. Cooperation With Leasy Link

Users must reasonably cooperate with Leasy Link where necessary to:

verify Account ownership; investigate suspected security incidents; investigate fraud; correct significant Account issues; comply with legal requirements; and resolve misuse complaints.

protect the Services..

13. No Use to Circumvent the Law

Users must not use Leasy Link as a mechanism to avoid obligations imposed by:

landlord and tenant law; privacy law; consumer protection law; tax law; electronic communications law; and court orders.

regulatory obligations; and another Applicable Law.

14. User Awareness and Future Authorised Users

At launch, each Leasy Link Account is intended for use by the registered Account Owner. Users must not share login credentials, OTPs or other authentication information with unauthorised persons.

If Leasy Link introduces multi-user, organisational, staff, agent, co-landlord or other delegated-access functionality in a future version, the Account Owner will be responsible for ensuring that persons they authorise understand and comply with this Policy.

Leasy Link may require future Authorised Users to use their own credentials, accept applicable terms or notices independently, operate only within assigned permissions, and comply with applicable security, privacy and confidentiality requirements.

Any future multi-user or delegated-access functionality may be subject to additional terms, permissions and compliance controls.

15. Changes to this Policy

Leasy Link may update this Policy where reasonably necessary to reflect:

new functionality; emerging security risks; prohibited-use trends; regulatory requirements; legal developments; and platform changes.

changes to Leasy Link's operations..

Material changes will be communicated where required by Applicable Law.

PART B**LAWFUL AND PERMITTED USE OF THE SERVICES**

16. Permitted Use

Users may use Leasy Link for legitimate rental-management and property-administration activities supported by the Services.

17. Property Management

Users may use the Services to lawfully:

create Property records; organise Properties; manage rental Units; maintain occupancy information; record Property-related information; and maintain historical rental records.

The User must have a legitimate connection to the Property or lawful authority to manage the relevant information.

18. Unit Management

Users may create and manage Unit records for legitimate rental-management purposes.

Users may:

record Unit details; record rent amounts; record occupancy status; associate tenants with Units; record vacancy; and maintain historical Unit information.

manage other authorised Unit data..

19. Tenant Management

Users may use Leasy Link to manage tenant information where they have a lawful basis to do so.

This may include:

tenant identity information; contact information; lease details; rental amounts; occupancy; and payment histories.

utilities; receipts; statements; and supporting documentation.

20. National Identification and Passport Information

Where Leasy Link permits such information to be recorded, Users may process:

Oman numbers; national identity numbers; NRC numbers; passport numbers; identity-document information; and equivalent identification information.

only where:

there is a legitimate purpose; processing is lawful; the amount of information collected is proportionate; and applicable privacy requirements are satisfied.

The platform's technical ability to store the information does not itself justify collecting it.

21. Lease Administration

Users may use Leasy Link to:

record Lease terms; store Lease documents; manage Lease dates; maintain Lease history; record rent amounts; and support ordinary Lease administration.

Leasy Link does not become a party to a Lease merely because Lease information is stored through the Services.

22. Recording Rent Payments

Users may record payments reportedly received from tenants.

Users must ensure that payment entries are made honestly and should reflect the actual transaction as accurately as reasonably possible.

At the current launch model, Leasy Link's ability to record payments does not mean that Leasy Link itself processes the tenant's rent payment.

23. Partial and Adjusted Payments

Where functionality is available, Users may record legitimate:

partial payments; credits; adjustments; corrections; and other payment-related records.

Such functionality must not be used to manipulate or falsify rental histories.

24. Receipt Generation

Users may generate receipts based on legitimate information recorded in the platform.

Before issuing or sharing a receipt, the User should take reasonable steps to confirm that the underlying information is correct.

25. Statements

Users may generate rental statements based on Account information.

Users remain responsible for checking statements before relying upon or sharing them.

26. Utility Management

Where functionality is available, Users may:

record utility charges; allocate utility costs; maintain utility-payment information; upload supporting bills; and manage relevant records.

Users remain responsible for ensuring that allocations and charges comply with:
the Lease; Applicable Law; and the underlying utility arrangements.

27. Rent Reminders

Where Leasy Link permits a User to prepare or send a rent reminder, the User may use the functionality for legitimate collection and communication purposes.

Reminders should:

accurately reflect the Account records; remain professional; avoid unlawful threats; avoid harassment; avoid discrimination; and comply with Applicable Law.

28. WhatsApp Communications

Where Leasy Link facilitates a WhatsApp communication, Users may use that functionality to communicate lawfully with tenants or other authorised persons.

Where the Application prepares a message and the User controls final sending, the User remains responsible for reviewing the message before transmission.

29. Document Storage

Users may upload legitimate rental-management documents including:

Lease agreements; proof of payment; utility bills; notices; identity documents where lawful; and correspondence.

Property documents; and other relevant supporting records.

Users must have the lawful right to upload and store such documents.

30. Historical Records

Users may maintain historical rental records for legitimate purposes such as:

record keeping; financial administration; dispute resolution; audit; legal compliance; and fraud prevention.

continuity of rental-management information..

Historical retention remains subject to the Privacy Policy and Applicable Law.

31. Data Corrections

Users may correct inaccurate information where functionality permits.

Where Leasy Link preserves an audit trail of:

changes; voided transactions; archived records; corrections; and historical versions.

the User must not attempt to defeat that audit functionality.

32. Lawful Archiving

Users may archive:

former tenants; expired Leases; vacant Units; historical records; and other inactive information.

where the platform permits.

Archiving must reflect genuine rental-management circumstances rather than being used primarily to circumvent Subscription limits.

33. Subscription Management

Users may lawfully:

select a Subscription Plan; upgrade; downgrade; cancel; reactivate; and change permitted billing settings.

use promotional benefits.

in accordance with the Subscription & Billing Policy.

34. Legitimate Use of Plan Limits

Users may structure their rental portfolio within the limits legitimately available under their Subscription.

However, Users must not create artificial records or manipulate genuine status information merely to avoid Subscription charges.

35. Customer Support

Users may contact Leasy Link for legitimate purposes including:

technical assistance; Account support; billing queries; privacy requests; complaints; and security concerns.

feedback..

Support channels must not be abused for harassment, threats or fraudulent requests.

36. Product Feedback

Users may provide:

feature suggestions; bug reports; usability feedback; product ideas; and service comments.

Leasy Link welcomes legitimate feedback, but feedback channels must not be used to:

submit malicious code; attempt unauthorised access; and disclose another person's confidential information unnecessarily.

37. Security Reporting

Users may report suspected:

security vulnerabilities; Account compromise; data exposure; fraud; unauthorised access; and other security concerns.

through Leasy Link's authorised support channels.

Responsible good-faith reporting should not be treated as prohibited conduct merely because it concerns a security weakness.

38. Permitted Downloads and Exports

Where functionality is available, Users may download or export information they are lawfully authorised to access.

Users remain responsible for protecting exported information after it leaves the Leasy Link platform.

39. Internal Business Use

A landlord or authorised organisation may use permitted exports, reports or records for legitimate internal business purposes such as:

rental administration; accounting; audit; legal compliance; tenant communication; and dispute management.

Users may not use exported information to violate another person's privacy or other legal rights.

40. Lawful Sharing

Users may share information generated through Leasy Link with an appropriate recipient where there is a legitimate and lawful purpose.

Such recipients may include, depending on the circumstances:

the relevant tenant; accountants; legal advisers; auditors; authorised property managers; and regulators.

courts..

Users remain responsible for ensuring that the disclosure is lawful.

41. Reasonable Personal Use

Nothing in this Policy prevents a landlord from using the Services personally to manage their own legitimate rental portfolio.

Leasy Link does not require a landlord to operate through a company simply to use ordinary landlord functionality unless a particular Plan expressly requires business registration.

42. Testing Authorised by Leasy Link

Leasy Link may expressly permit selected Users or testers to perform testing beyond ordinary production use.

Such testing must remain within:

the scope authorised by Leasy Link; the relevant test environment; confidentiality obligations; and any specific testing instructions.

Authorised UAT is therefore not a breach merely because it involves unusual or edge-case activity.

43. Good-Faith Use

Users are expected to use Leasy Link in a manner consistent with the purpose for which it was designed.

Where uncertainty exists, conduct should be interpreted according to whether it represents legitimate rental-management activity rather than an attempt to:

deceive; exploit; circumvent; harm; unlawfully monitor; and misuse the Services.

LEASY LINK

ACCEPTABLE USE POLICY

PART C**PROHIBITED CONDUCT, FRAUD, FALSE RECORDS AND MISUSE**

44. General Prohibition

44.1 Users must not use Leasy Link for any unlawful, fraudulent, deceptive, abusive or unauthorised purpose.

44.2 Users must not use the Services in a manner that:

violates Applicable Law; infringes another person's rights; compromises the integrity of rental records; facilitates fraud; harms a tenant or another person; and compromises Leasy Link's security.

interferes with another User's use of the Services; and materially damages Leasy Link, its infrastructure or service providers.

45. False or Misleading Information

Users must not knowingly create, upload, modify or maintain materially false or misleading information through the Services.

This includes false information relating to:

tenants; Properties; Units; Leases; rent; and utilities.

payments; balances; arrears; receipts; statements; and occupancy.

move-in or move-out dates; and other rental-management records.

46. False Payment Records

Users must not knowingly record a rent, utility or other payment as received where the User knows that the payment was not received.

Users must also not deliberately alter:

payment dates; payment amounts; payment methods; references; and payment allocations.

for the purpose of creating a false payment history.

47. Fabricated Arrears

Users must not knowingly create, inflate or manipulate arrears that are not genuinely due.

This includes intentionally:

adding fictitious charges; recording rent twice; manipulating payment allocations; removing valid payments; backdating charges dishonestly; and changing records to make a tenant appear more indebted than the User reasonably believes them to be.

48. Fabricated Receipts

Users must not generate, alter, issue or share a Leasy Link receipt that they know materially misrepresents:

whether payment occurred; the amount paid; date of payment; payer; payment purpose; and relevant transaction.

49. Fabricated Statements

Users must not knowingly use Leasy Link to create or distribute a materially false rental statement.

Where the User identifies an error, the User should use available correction mechanisms rather than intentionally presenting the incorrect record as accurate.

50. False Lease Information

Users must not knowingly:

create fictitious Leases; falsify Lease dates; alter agreed rent dishonestly; falsely identify a person as a tenant; upload fabricated Lease documents; and misrepresent material Lease information.

51. Forged Documents

Users must not upload, create or distribute through Leasy Link documents they know to be forged, fraudulently altered or fabricated.

This includes:

identity documents; passports; Lease agreements; proof of payment; utility bills; and notices.
receipts; statements; and other supporting documents.

52. Identity Fraud

Users must not use Leasy Link to:

impersonate another person; create an Account using another person's identity without authority; use stolen identification information; falsely claim to represent a Property Owner; falsely claim authority over a rental Property; and commit or facilitate identity fraud.

53. Unauthorised Property Management

A User must not knowingly create or manage Property or tenant records where the User has no legitimate authority or lawful basis to do so.

Leasy Link may request reasonable evidence of authority where misuse is suspected.

54. Unauthorised Account Access

Users must not:

access another person's Account without permission; attempt to obtain another User's OTP; intercept authentication communications; circumvent Account security; use stolen credentials; and impersonate an Account Owner.

knowingly assist another person to do so..

55. OTP Abuse

Users must not:

request OTPs for harassment or disruption; attempt to intercept OTPs; disclose an OTP to an unauthorised person; use another person's OTP without authority; automate excessive OTP requests; and attempt to defeat OTP security controls.

56. Account Sharing and Access Circumvention

Users must not share Account access in a manner designed to circumvent:

Subscription limits; authorised-user limits; security controls; Account ownership requirements; and other legitimate access restrictions.

Where Leasy Link provides an authorised multi-user feature, Users should use that functionality instead of sharing authentication credentials.

57. Subscription Manipulation

Users must not deliberately manipulate Account records primarily to avoid legitimate Subscription Fees.

Examples may include:

creating fictitious vacancies; falsely marking occupied Units as vacant; creating duplicate Properties to exploit Plan logic; repeatedly archiving and reactivating records solely to circumvent limits; creating multiple Accounts to abuse promotional limits; and falsifying Active Unit status.

Legitimate tenant movement, vacancy, archiving and portfolio changes are not prohibited.

58. Promotional Abuse

Users must not deliberately exploit:

Free Trials; waitlist benefits; referral incentives; promotional codes; introductory pricing; and complimentary access.

through false identities, duplicate Accounts or other deceptive conduct.

59. Payment Fraud

Users must not use Leasy Link Subscription functionality to:

use stolen payment credentials; conduct fraudulent transactions; knowingly submit false payment disputes; manipulate payment systems; evade legitimate charges through deception; and facilitate payment fraud.

60. Chargeback Abuse

Nothing in this Policy prevents a User from exercising a legitimate chargeback right.

However, Users must not knowingly initiate a fraudulent chargeback for a properly authorised transaction merely to obtain paid Services without payment.

61. Illegal Activities

Users must not use the Services to facilitate unlawful activity.

This includes using Leasy Link knowingly as part of:

fraud; identity theft; money laundering; unlawful discrimination; unlawful surveillance; and extortion. harassment; document forgery; and other criminal conduct.

62. Harassment

Users must not use Leasy Link functionality or information obtained through Leasy Link to unlawfully harass, threaten, intimidate or abuse another person.

This applies particularly to communications concerning:

rent arrears; eviction; debt collection; Lease disputes; deposits; and utilities. payment reminders..

63. Threatening Communications

Users must not send communications through or using information obtained from Leasy Link that contain:

unlawful threats; threats of violence; extortion; intimidation; knowingly false legal threats; and other prohibited abusive conduct.

Legitimate notice of lawful contractual or legal action is not prohibited merely because the recipient may regard it as unwelcome.

64. Unlawful Eviction Practices

Leasy Link must not be used to facilitate an eviction, lockout, disconnection, seizure or similar action that is unlawful in the relevant jurisdiction.

The presence of arrears in Leasy Link does not itself authorise a landlord to take enforcement action contrary to Applicable Law.

65. Unlawful Debt Collection

Users must not use Leasy Link records or communications to conduct debt-collection activities prohibited by Applicable Law.

Where a User refers a matter to an attorney, collection provider or other third party, the User remains responsible for ensuring the referral and disclosure are lawful.

66. Discrimination

Users must not use Leasy Link to facilitate unlawful discrimination against tenants, prospective tenants or other persons.

Leasy Link records should not be used to make decisions prohibited by Applicable Law.

67. Retaliation

Users must not intentionally misuse Leasy Link to retaliate unlawfully against a tenant because the tenant:

disputes a charge; requests a statement; exercises a legal right; complains about the Property; challenges a rental record; and makes a lawful complaint.

68. Evidence Manipulation

Users must not knowingly manipulate Leasy Link records for the purpose of presenting false evidence to:

a tenant; attorney; regulator; court; tribunal; and insurer.

auditor; and other third party.

69. Audit Trail Circumvention

Where Leasy Link preserves an activity log, transaction history or other audit information, Users must not attempt to:

erase it without authority; circumvent it; disable it; falsify it; and manipulate system timestamps or records.

70. Abuse of Archived Records

Users must not use archiving functionality to conceal fraud or intentionally destroy the integrity of rental histories.

71. Excessive or Abusive Use

Users must not intentionally use the Services in a manner that materially degrades availability for others, including through:

excessive automated requests; deliberate system overload; mass repetitive actions; abusive API activity; and other unreasonable technical consumption.

Legitimate ordinary high-volume use under an authorised Plan is not prohibited merely because it involves substantial activity.

72. False Complaints and Reports

Users must not knowingly submit fabricated:

security reports; privacy complaints; fraud claims; billing disputes; and abuse reports.

for the purpose of harming another person or improperly obtaining a benefit.

Good-faith reports are protected even where an investigation ultimately finds no violation.

73. Circumvention

Users must not intentionally bypass technical restrictions designed to enforce:

Subscription limits; authentication; security; permissions; data-access restrictions; and other legitimate platform controls.

74. Attempts Are Included

Conduct prohibited under this Part includes:

successful violations; attempted violations; knowingly assisting another person to commit a violation; and knowingly providing tools or access for prohibited conduct.

PART D**PERSONAL DATA, TENANT INFORMATION, CONFIDENTIALITY AND PRIVACY MISUSE**

75. General Privacy Obligation

Users must process Personal Data through Leasy Link lawfully, fairly and responsibly.

The ability to enter, upload or retain information through the Application does not itself establish a lawful basis for processing that information.

76. Tenant Personal Data

Tenant Personal Data may include information such as:

name; telephone number; email address; residential information; National Identification Number; and passport number.

Lease information; rent information; utility records; payment history; documents; and communications. other information relating to an identifiable tenant..

Users must process such information only for legitimate and lawful purposes.

77. User's Responsibility for Tenant Data

Where the User determines why and how Tenant Data is collected and entered into Leasy Link, the User remains responsible for ensuring that the collection and use are lawful.

This may include responsibility for:

providing required notices; obtaining consent where consent is legally required; establishing another lawful basis where permitted; maintaining accurate records; respecting tenant rights; and avoiding excessive collection.

protecting information outside Leasy Link..

78. National Identification Numbers and Passport Numbers

National Identification Numbers and passport numbers require particular care because misuse or unauthorised disclosure may create heightened privacy and identity-theft risks.

Users must not collect or store such information merely because Leasy Link provides a field for it. Before recording an identifier, the User must satisfy themselves that the collection is lawful, necessary, proportionate and relevant to legitimate rental administration, and that any required notice, consent or other lawful basis has been addressed under Applicable Law.

The availability of an identification-number field does not mean collection is automatically lawful or required in every jurisdiction or circumstance.

Leasy Link remains responsible for its own applicable obligations relating to the security and processing of Personal Data within the Services.

79. Identity Document Images

For the current Leasy Link product, a National Identification Number or Passport Number field is sufficient for the intended rental-management purpose. Leasy Link does not require Users to upload or retain copies or images of National Identification Documents or passports for this purpose.

Users should not use general document-upload functionality to store identity-document images unless they have independently established a lawful, necessary and proportionate reason to do so and the functionality is expressly permitted by Leasy Link and Applicable Law.

80. Purpose Limitation

Tenant information must not be repurposed for unrelated activities incompatible with the reason it was lawfully collected.

For example, rental-management information should not automatically be used for unrelated: advertising; profiling; sale of databases; unsolicited marketing; and surveillance.

81. Data Minimisation

Users should collect and store only Personal Data reasonably necessary for legitimate rental-management purposes.

Users should avoid entering unnecessary sensitive information into: free-text fields; notes; document names; communication fields; and other areas of the platform.

82. Accuracy of Tenant Information

Users should take reasonable steps to ensure Tenant Data is accurate and current where necessary.

Where a User becomes aware of a material error, the User should correct it using available functionality.

83. Tenant Disputes About Records

Where a tenant disputes the accuracy of:

payment history; arrears; identity information; Lease information; utility allocation; and another record.

the User should reasonably investigate the dispute and correct information where appropriate.

The fact that information appears in Leasy Link does not automatically prove that the information is legally correct.

84. Confidentiality

Users must treat non-public tenant and rental information as confidential where appropriate.

Users must not disclose such information to persons who have no lawful need or authority to receive it.

85. Unauthorised Disclosure

Users must not disclose Tenant Data to:

unrelated third parties; other tenants; members of the public; marketing companies; social-media audiences; and other unauthorised recipients.

without a lawful basis.

86. Social Media

Users must not post Tenant Data obtained through Leasy Link publicly on social media in violation of privacy or other Applicable Law.

This includes screenshots containing:

tenant names; phone numbers; identification numbers; rent balances; payment histories; and Lease details.

other Personal Data..

87. Tenant Shaming

Leasy Link must not be used to facilitate unlawful or abusive public "tenant shaming."

Users must not publish or distribute lists of alleged defaulting tenants merely to embarrass, intimidate or publicly expose them where such disclosure is not lawfully justified.

88. Tenant Blacklists and Future Tenant-Reference Functionality

Users must not use Leasy Link, information obtained through Leasy Link, or Tenant Data processed through the Services to create, maintain, distribute or participate in an unlawful tenant blacklist or similar database intended to unlawfully exclude, penalise or profile tenants.

Users must not use Tenant Data to make unlawful, discriminatory or otherwise prohibited decisions about tenants or prospective tenants.

Leasy Link does not currently provide tenant-screening, tenant-blacklisting, tenant-reference or tenant App ID functionality as part of the launch product.

If Leasy Link introduces tenant-reference, tenant-screening, tenant App ID, rental-history sharing or similar functionality in a future phase, that functionality will undergo a separate legal, privacy, data-protection, security and product-risk assessment before implementation or release.

89. Sharing With Property Managers

Tenant Data may be shared with an authorised property manager or representative only where:

the recipient has a legitimate role; the disclosure is lawful; appropriate access is granted; and the information shared is proportionate.

90. Sharing With Attorneys

Users may disclose relevant Tenant Data to an attorney where there is a lawful and legitimate purpose, such as:

obtaining legal advice; pursuing a lawful claim; responding to proceedings; and lawful debt recovery.

Only information reasonably relevant to the matter should be disclosed.

91. Sharing With Debt Collection Providers

Tenant Data must not be shared with a debt collection provider merely because the User wishes to pressure a tenant.

Any referral should comply with:

Applicable Law; contractual requirements; privacy obligations; and legitimate debt-collection procedures.

92. Court and Regulatory Disclosure

Users may disclose information where lawfully required by:

a court order; subpoena or equivalent process; regulator; competent authority; and other legally binding requirement.

Users should disclose only information reasonably required by the lawful request.

93. Tenant Communications

Users must use tenant contact information responsibly.

Contact details must not be used for:

harassment; spam; unrelated marketing; impersonation; threats; and disclosure to unauthorised parties.

94. Rent Reminders

Rent-reminder functionality must be used only for legitimate rental-management purposes.

Users should ensure reminders are:

directed to the appropriate recipient; based on reasonably accurate records; proportionate; professional; and not excessive or harassing.

95. WhatsApp Messages

Where Leasy Link prepares a WhatsApp message for the User, the User should review:

recipient; amount; tenant name; balance; payment status; and message content.

before sending.

The User remains responsible for the communication where the User makes the final decision to send it.

96. Marketing to Tenants

Tenant contact information entered for rental administration must not automatically be treated as marketing consent.

Users must not use Tenant Data for unrelated marketing where doing so would violate Applicable Law.

97. Sensitive Information in Notes

Users must exercise particular care with free-text notes.

Users should not unnecessarily enter information relating to highly sensitive matters where it is not relevant to rental administration.

98. Children's Information

Users should not enter Personal Data relating to children unless:

it is genuinely necessary for a legitimate rental-management purpose; the User has lawful authority to process it; and the processing complies with Applicable Law.

The existence of children in a tenant's household does not automatically justify collecting detailed information about them.

99. Financial Information

Users must handle tenant financial information carefully.

The platform should not be used to store:

online banking passwords; PINs; card security codes; full card credentials; and other credentials that Leasy Link has not expressly designed the platform to receive.

100. OTPs and Passwords

Users must never enter another person's:

OTP; password; PIN; authentication code; and private security credential.

into a tenant record or ordinary document field.

101. Exported Data

Once a User downloads or exports Tenant Data from Leasy Link, the User remains responsible for protecting that information.

Users should not:

leave exports on unsecured Devices; send them to unauthorised recipients; upload them to public platforms; and retain them unnecessarily.

102. Screenshots

Users must exercise care when taking screenshots of the Application.

Screenshots containing Personal Data should not be:

publicly posted; casually forwarded; used for unrelated marketing; and disclosed to unauthorised persons.

103. Printed Records

Where Users print:

statements; receipts; tenant reports; Leases; and other records.

they remain responsible for securely handling and disposing of those records.

104. Access by Employees and Representatives

Where organisational or multi-user functionality is available, Account Owners must ensure that persons granted access:

genuinely require it; receive appropriate permissions; understand confidentiality obligations; and lose access when their role ends.

105. Former Employees or Representatives

Access must not knowingly remain available to a former employee, agent, property manager or representative who no longer has authority to access the relevant information.

106. Data Extraction

Users must not extract Tenant Data for the purpose of:

selling databases; unlawful profiling; mass unsolicited marketing; unlawful blacklisting; and another purpose incompatible with legitimate rental administration.

107. Commercial Sale of Tenant Data

Users must not sell, license or commercially trade Tenant Data obtained through Leasy Link unless they have a clear lawful basis and such activity is expressly permitted under Applicable Law and the relevant Leasy Link agreements.

Leasy Link's ordinary rental-management functionality is not intended to operate as a tenant-data marketplace.

108. Cross-Border Sharing by Users

Where a User sends Tenant Data to a recipient in another country, the User is responsible for ensuring the transfer is lawful where Applicable Data Protection Law imposes cross-border transfer restrictions.

109. Security Incidents

A User who reasonably suspects that Tenant Data has been:

lost; stolen; accessed without authority; sent to the wrong person; publicly exposed; and otherwise compromised.

should take appropriate protective action and notify Leasy Link where the incident affects the Leasy Link platform or Account.

110. Reporting Incorrect Recipient Communications

Where a User accidentally sends a Leasy Link-generated statement, receipt or reminder to the wrong person, the User should act promptly to mitigate the disclosure and comply with any applicable incident-reporting obligations.

111. Data Subject Rights

Where a tenant or other Data Subject exercises a lawful privacy right relating to information controlled by the User, the User must not intentionally use Leasy Link to obstruct that right.

Leasy Link may reasonably assist the User where required under the Privacy Policy and Applicable Law.

112. Deletion Requests and Historical Records

A request to delete Personal Data does not necessarily mean every rental record must immediately be erased.

Applicable:

legal obligations; financial recordkeeping; dispute requirements; fraud prevention; limitation periods; and legitimate retention obligations.

may require some information to be retained.

Such decisions should be handled in accordance with the Privacy Policy and Applicable Law rather than by automatically deleting historical records.

113. Tenant Consent

Where tenant consent is used as the legal basis for particular processing, Users must not:

fabricate consent; alter consent records; falsely claim consent was obtained; and pressure a tenant into consent where the law requires it to be freely given.

114. Privacy Notices

Where Applicable Law requires a landlord, property manager or other User to provide information to a tenant about the collection and processing of Personal Data, the User remains responsible for providing the required privacy notice and establishing an appropriate lawful basis.

Leasy Link's Privacy Policy explains how Leasy Link processes Personal Data and does not automatically replace a User's own privacy-notice obligations to tenants.

Leasy Link may provide a Tenant Privacy Notice template or related guidance to assist Users. Such assistance does not transfer the User's independent legal responsibilities to Leasy Link.

115. Data Protection Compliance

Users must comply with applicable privacy and data-protection requirements relevant to their activities in:

Botswana; South Africa; Namibia; Zambia; Zimbabwe; and Eswatini.

Lesotho; and any other jurisdiction in which they lawfully use the Services.

116. Leasy Link's Separate Responsibilities

Nothing in this Part removes Leasy Link's own obligations concerning Personal Data that Leasy Link processes.

Leasy Link will handle information under its control in accordance with:

the Privacy Policy; Applicable Data Protection Laws; security procedures; contractual obligations; and other applicable compliance requirements.

Part E — Platform Security, Technical Abuse and Automated Access

Part F — Communications, Messaging and Content Standards

LEASY LINK

ACCEPTABLE USE POLICY

PART E**PLATFORM SECURITY, TECHNICAL ABUSE AND AUTOMATED ACCESS****117. General Security Obligation**

Users must not use the Services in any way that compromises, attempts to compromise or materially weakens the:

security; confidentiality; integrity; availability; authentication; and performance.

resilience.

of the Leasy Link platform or associated systems.

118. Unauthorised Access

Users must not attempt to gain unauthorised access to:

another User's Account; administrative systems; databases; servers; internal dashboards; and developer tools.

source code; APIs; cloud infrastructure; and any other restricted Leasy Link environment.

119. Authentication Circumvention

Users must not attempt to bypass or defeat:

OTP authentication; session controls; access permissions; Device verification; login restrictions; and Account recovery controls.

security warnings; and other authentication measures.

120. Credential Theft

Users must not:

obtain another person's credentials through deception; request another person's OTP without authority; intercept authentication messages; use stolen credentials; purchase or trade compromised Accounts; and knowingly assist another person in doing so.

121. Automated OTP Abuse

Users must not use scripts, bots or other automated systems to:

generate excessive OTP requests; overwhelm authentication infrastructure; harass another person through repeated OTP delivery; test telephone numbers at scale; and attempt to defeat security controls.

122. Malicious Software

Users must not upload, introduce or transmit:

viruses; worms; ransomware; spyware; trojans; and malicious scripts.

destructive code; exploit kits; and other harmful software.

through or against the Services.

123. Denial-of-Service Activity

Users must not intentionally:

overload the platform; flood servers with traffic; initiate denial-of-service activity; deliberately exhaust infrastructure resources; interfere with network availability; and otherwise attempt to prevent legitimate Users from accessing Leasy Link.

124. Vulnerability Exploitation

Users must not exploit, attempt to exploit or assist another person to exploit a security vulnerability for an unauthorised purpose.

A User who discovers a suspected vulnerability should report it through Leasy Link's authorised security-reporting channel.

125. Security Research

Security testing, vulnerability scanning, penetration testing or similar activity must not be conducted against production Leasy Link systems without prior written authorisation, except to the extent Applicable Law expressly protects particular good-faith security research.

Suspected vulnerabilities, unauthorised access, data exposure or other cybersecurity concerns should be reported confidentially to security@leasy-link.com.

Reporters should avoid accessing Personal Data beyond what is reasonably necessary to demonstrate the issue, disrupting the Services, exploiting a vulnerability for improper benefit, or publicly disclosing a vulnerability before Leasy Link has had a reasonable opportunity to investigate and address it.

126. Responsible Disclosure

Leasy Link should encourage responsible disclosure of genuine security concerns.

A good-faith reporter should provide, where reasonably possible:

description of the issue; affected feature; reproduction steps; potential impact; and contact details for follow-up.

Users must not publicly expose sensitive User or tenant information merely to demonstrate a vulnerability.

127. Reverse Engineering

Except where mandatory law expressly permits otherwise, Users must not:

reverse engineer; decompile; disassemble; decode; attempt to derive source code; and reconstruct proprietary architecture.

otherwise attempt to discover Leasy Link's protected software logic..

128. Circumvention of Technical Controls

Users must not bypass controls designed to enforce:

Subscription capacity; Active Unit limits; Property limits; feature restrictions; User permissions; and authentication.

data-access restrictions; payment entitlements; and security requirements.

129. Unauthorised APIs

Users must not access or interact with Leasy Link through an API unless:

the API is officially provided by Leasy Link; the User has permission to use it; and use complies with the relevant API or integration terms.

130. Automated Access

Unless expressly authorised, Users must not use:

bots; crawlers; scrapers; scripts; automated browsing tools; and automated extraction software.

other automated mechanisms.

to systematically access the Services.

131. Data Scraping

Users must not scrape or harvest:

tenant data; landlord data; Account information; contact details; database records; and pricing data at unreasonable scale.

software content; and other non-public information.

132. Database Extraction

Users must not systematically extract or reproduce substantial portions of the Leasy Link database or database structure.

This does not prevent a User from exporting their own information through authorised functionality.

133. Account Enumeration

Users must not intentionally test large numbers of:

telephone numbers; email addresses; usernames; Account identifiers; and other identifiers.

to discover whether another person has a Leasy Link Account.

134. Security Scanning

Users must not conduct unauthorised:

port scanning; vulnerability scanning; network scanning; endpoint probing; API fuzzing; and infrastructure reconnaissance.

135. Developer Tools

Users must not misuse browser developer tools, debugging tools or similar technologies to:

bypass security; alter billing entitlements; expose hidden data; manipulate API requests; interfere with Account records; and gain unauthorised functionality.

Use of ordinary developer tools for legitimate browser troubleshooting is not prohibited.

136. Tampering With the Application

Users must not modify or distribute an unauthorised version of the Application.

This includes:

cracked versions; modified APKs; altered IPA files; unauthorised clones; patched applications; and versions designed to bypass payment or security controls.

137. Unauthorised Distribution

Users must not distribute installation files or software copies through unofficial channels where doing so breaches the EULA or Applicable Law.

Testing builds supplied directly by Leasy Link or its authorised developer may be used only within the authorised testing scope.

138. Test Accounts, Testing Builds and UAT

Where Leasy Link provides a test Account, beta version, pre-release build or User Acceptance Testing (UAT) environment, it must be used only for authorised testing purposes and within the scope authorised by Leasy Link.

Unless expressly authorised by Leasy Link, testing participants must not use a test Account as a live production Account; enter real tenant or customer Personal Data where dummy data can reasonably be used; upload real Lease agreements, identification information, payment records or confidential documents unnecessarily; share testing credentials, access links or testing builds with unauthorised persons; exceed the authorised testing scope; access another tester's or User's information; or deliberately interfere with production infrastructure.; Where testing using real Personal Data is specifically necessary and authorised, that information must be handled in accordance with the Privacy Policy, applicable security requirements and Applicable Law.; and Leasy Link may restrict or terminate testing access where testing instructions, security requirements or this Policy are breached.

139. Attempted Payment Circumvention

Users must not manipulate software, requests or Account state to:

activate paid functionality without payment; avoid legitimate Subscription Fees; falsely obtain trial access; bypass billing verification; and access a Plan to which they are not entitled.

140. Interference With Audit Logs

Users must not attempt to:

delete; disable; corrupt; suppress; falsify; and conceal.

Leasy Link audit or security logs.

141. Interference With Backups

Users must not intentionally interfere with:

backups; recovery systems; redundancy; disaster recovery; data restoration processes; and other business-continuity safeguards.

142. Excessive Resource Consumption

Users must not intentionally consume system resources at a level that is unreasonable relative to the authorised use of the Account and materially affects the Services.

Leasy Link may apply reasonable rate limits or technical safeguards.

143. Integration Abuse

Where Leasy Link integrates with third-party systems, Users must not use the integration to:

send unlawful requests; evade third-party rules; exploit third-party infrastructure; transmit malicious content; and exceed authorised permissions.

144. Technical Restrictions and Mandatory Rights

Nothing in this Part is intended to prohibit conduct that Applicable Law expressly protects and does not permit Leasy Link to restrict.

Any permitted conduct must remain within the minimum lawful scope.

145. Security Cooperation

Users must reasonably cooperate with Leasy Link where a security investigation affects their Account.

This may include:

confirming Account ownership; resetting credentials; terminating compromised sessions; providing relevant information; updating the Application; and taking another reasonable protective step.

PART F**COMMUNICATIONS, MESSAGING AND CONTENT STANDARDS****146. General Communications Standard**

Users must use Leasy Link communication functionality lawfully, professionally and responsibly.

Communications must not knowingly:

mislead; threaten unlawfully; harass; discriminate; defame; and impersonate.

deceive; and violate another person's privacy.

147. User Responsibility for Communications

Where a User initiates or approves a communication through the Services, the User remains responsible for:

recipient; content; accuracy; timing; purpose; and legality.

of that communication.

148. Rent Reminders

Rent reminders may be used to notify a tenant of legitimate:

rent due; unpaid rent; outstanding balance; payment request; and other appropriate rental-management matter.

Reminders must be based on reasonably accurate records.

149. Reasonable Reminder Frequency

Users must not use Leasy Link communication or reminder functionality to repeatedly contact, bombard, intimidate or harass a tenant.

Users remain responsible for ensuring that the frequency, timing, content and circumstances of communications they choose to send are reasonable, lawful and appropriate, having regard to the amount owed, due date, previous communications, any dispute raised, urgency, legitimate business purpose and Applicable Law.

Leasy Link does not automatically send tenant reminders as part of the current launch functionality. Where Leasy Link prepares a communication for use through a third-party messaging service, the User retains control over whether it is sent; and If automated or scheduled reminders are introduced in a future version, the functionality will be reviewed before release and appropriate safeguards may be implemented concerning frequency, timing, message content and other measures intended to reduce misuse or excessive communications.

150. Professional Message Content

Users should keep rental-management communications professional.

Messages must not contain:

insults; discriminatory language; sexual harassment; threats of violence; extortion; and humiliating language.

knowingly false accusations..

151. Legal Threats

Users must not knowingly threaten legal action that:

cannot lawfully be taken; the User knows is false; amounts to unlawful intimidation; and is deliberately misleading.

Users may legitimately communicate that lawful legal or collection action may be considered.

152. Eviction Communications

A Leasy Link communication does not itself constitute legal authority to evict a tenant.

Users remain responsible for complying with applicable:

Lease terms; notice requirements; landlord and tenant law; court procedures; and other mandatory requirements.

153. WhatsApp Communications

Where Leasy Link facilitates a WhatsApp communication, Leasy Link may prepare or pre-populate a proposed message using relevant rental information recorded in the User's Account.

153.1 the User should review the proposed message before sending;

153.2 the User should verify the intended recipient and relevant amounts, dates and rental information;

153.3 the User may edit, amend or choose not to send the proposed message;

153.4 WhatsApp opens for the User to complete the communication; and

153.5 the User remains responsible for the final content and for manually deciding whether to send the communication.

Leasy Link does not automatically transmit the WhatsApp message merely because a proposed message has been generated.

154. SMS Communications

Where SMS functionality is introduced, Users must not use it to send:

spam; unlawful marketing; abusive messages; fraudulent notices; and communications to persons where sending is prohibited.

155. Email Communications

Email functionality must not be used for:

mass unsolicited marketing; phishing; credential theft; malicious attachments; impersonation; and another unlawful activity.

156. Marketing Communications

Contact details collected for rental-management purposes must not automatically be used for unrelated marketing.

Where marketing consent or another lawful basis is required, the User is responsible for establishing it.

157. Tenant Marketing

Users must not assume that because a tenant provided a phone number for a Lease, that number can be used for unrelated:

advertising; promotions; sales campaigns; and third-party marketing.

158. Leasy Link Marketing

Any marketing messages sent directly by Leasy Link are governed by:

the Privacy Policy; applicable consent records; electronic communications law; and other Applicable Law.

159. False Sender Identity

Users must not send communications that falsely represent that:

Leasy Link sent the message; a lawyer sent the message; a regulator issued the notice; a court ordered the communication; a government body authorised the demand; and another third party issued the message.

where that is not true.

160. Misuse of Leasy Link Branding

Users must not use Leasy Link logos or branding in a communication in a manner that falsely suggests that Leasy Link:

guarantees the debt; confirms the tenant owes the amount; has taken legal action; is collecting the debt; and is a party to the Lease.

161. Communication Accuracy

Users should verify information before sending communications containing:

tenant names; rent balances; due dates; Lease references; payment history; and Property details.
other Personal Data..

162. Wrong Recipient

Users must take reasonable steps to avoid sending tenant information to the wrong recipient.

Where an incorrect disclosure occurs, the User should:

stop further disclosure; notify Leasy Link if the platform is affected; take reasonable mitigation steps; and comply with applicable data-breach or privacy obligations.

163. Bulk Messaging

Bulk or mass messaging functionality, where introduced, must not be used to:

spam; send unsolicited marketing unlawfully; harass groups of tenants; distribute confidential tenant information to other recipients; and evade communication-provider rules.

164. Group Messaging

Users should not place unrelated tenants into group communications that expose:

telephone numbers; balances; names; Lease information; and other private information.

without lawful justification.

165. Content Uploaded to Leasy Link

Users must not upload Content that is:

unlawful; malicious; fraudulent; defamatory; intentionally misleading; and unlawfully discriminatory. infringing; abusive; and unrelated to legitimate use of the Services in a manner that creates material risk.

166. Copyrighted Content

Users must not upload third-party copyrighted material without lawful authority.

Examples may include:

proprietary Lease templates; commercial photographs; reports; copyrighted publications; and third-party documentation.

167. Confidential Third-Party Information

Users must not upload confidential information belonging to another person or organisation unless they have lawful authority to do so.

168. Malicious Attachments

Users must not knowingly upload:

malware; malicious PDFs; infected documents; executable attacks; and other harmful attachments.

169. Offensive Material

Leasy Link is a rental-management platform and should not be used as general-purpose storage for unrelated offensive or harmful material.

Leasy Link may restrict or remove unlawful or materially abusive Content where reasonably justified.

170. Content Moderation

Leasy Link does not undertake to proactively review every document, communication or record uploaded by Users.

However, Leasy Link may investigate or restrict Content where:

a complaint is received; unlawful activity is suspected; security systems identify risk; a valid legal order is received; and action is otherwise reasonably necessary to enforce the Terms.

171. Removal of Unlawful Content

Leasy Link may remove, restrict or disable access to Content where reasonably necessary to:

comply with law; protect a person; respond to a court order; address a credible rights infringement; prevent fraud; and address security threats.

enforce the contractual framework..

172. User Notice

Where reasonably practicable and legally permitted, Leasy Link may notify a User when Content is removed or restricted and explain the general reason.

Immediate action may be taken without prior notice where necessary to address:

serious security risk; unlawful activity; fraud; imminent harm; and binding legal requirements.

173. Content Complaints

Users or affected persons may report:

unlawful Content; false records; privacy violations; harassment; impersonation; and intellectual-property infringement.

other misuse.

through Leasy Link's authorised support or legal channels.

174. Preservation of Evidence

Where reasonably necessary, Leasy Link may preserve relevant communications or Content in connection with:

security investigations; fraud investigations; disputes; legal claims; regulatory requests; and court proceedings.

Preservation remains subject to Applicable Law and the Privacy Policy.

175. No Guaranteed Monitoring

Leasy Link does not guarantee that it will detect every:

abusive message; false record; unlawful document; privacy violation; and fraudulent activity.
before harm occurs.

Users remain responsible for their own conduct.

176. Communications With Leasy Link Personnel

Users must not use support or other Leasy Link communication channels to:

harass staff; threaten personnel; send malicious attachments; impersonate another person; conduct fraud; and deliberately obstruct support operations.

Good-faith complaints or strong criticism do not constitute abuse merely because they are negative.

Part G — Intellectual Property, Commercial Misuse and Unauthorised Exploitation

Part H — Monitoring, Investigation, Enforcement and Reporting

LEASY LINK

ACCEPTABLE USE POLICY

PART G

INTELLECTUAL PROPERTY, COMMERCIAL MISUSE AND UNAUTHORISED EXPLOITATION

177. Ownership of Leasy Link Intellectual Property

All Intellectual Property Rights in and to the Leasy Link Services remain the property of Leasy Link or its lawful licensors, except for User Content and third-party materials that remain owned by their respective rights holders.

This includes rights in:

software; source code; object code; databases and database architecture; APIs; and system architecture.

algorithms; workflows; reports and templates; user-interface designs; Documentation; and training materials.

trademarks; logos; trade names; domain names; graphics; and icons.

marketing materials; proprietary know-how; and future developments, enhancements and improvements.

178. Limited Right to Use the Services

A User may use Leasy Link only within the scope of the licence and access rights granted under: the Terms & Conditions; the EULA; the applicable Subscription Plan; and this Policy.

Access to the Services does not transfer ownership of Leasy Link Intellectual Property to the User.

179. No Copying of the Application

Except where expressly permitted by Leasy Link or mandatory law, Users must not:

copy the Application; reproduce substantial parts of the software; duplicate proprietary screens or workflows; create unauthorised software copies; and distribute copied versions of the Application.

180. No Unauthorised Derivative Works

Users must not create unauthorised derivative products based substantially on protected Leasy Link software or proprietary materials.

This includes attempting to reproduce or adapt protected:

software architecture; interface designs; system workflows; proprietary templates; databases; and Documentation.

where such reproduction infringes Leasy Link's lawful Intellectual Property Rights.

181. No Source Code Misappropriation

Leasy Link's source code, software, repositories, system architecture and other proprietary technical materials must not be accessed, copied, disclosed, transferred, published, sold, distributed or otherwise used without proper authorisation.

No User or other person accessing the Services may, without Leasy Link's prior written authorisation:

obtain or attempt to obtain Leasy Link source code, repositories or other non-public software assets; copy, clone, download, export or reproduce proprietary repositories or substantial portions of Leasy Link's software; disclose, publish, upload, leak or otherwise make source code or confidential technical information available to an unauthorised person; sell, license, sublicense, transfer or commercially exploit Leasy Link source code or proprietary software; use unlawfully obtained or misappropriated Leasy Link code to create, develop or assist with another product or service; remove or circumvent technical controls intended to protect source code or repositories; or knowingly assist, encourage or facilitate another person in doing any of these things.

181.1 Protected Technical Assets

For purposes of this section, protected Leasy Link technical assets may include, where applicable, source code, object code, repositories, branches and commits, database schemas and structures, APIs and API documentation, algorithms and business logic, authentication systems, administrative functionality, deployment configurations, infrastructure information, technical documentation, security configurations, credentials, keys, tokens, development files and other non-public technical materials.

Access to any such material for development, maintenance, testing, support or another authorised purpose does **not transfer ownership** or grant a right to use that material outside the authorised purpose.

181.2 Developers, Contractors and Other Authorised Persons

A developer, contractor, consultant, tester or other person who is legitimately given access to Leasy Link's source code or technical systems may use that access **only for the purpose and within the scope authorised by Leasy Link**.

Such access must not be used to:

copy Leasy Link software for an unrelated project; reuse proprietary Leasy Link code for another customer or business without authority; create an unauthorised competing or derivative product using Leasy Link's proprietary materials; retain unauthorised copies after the engagement or authorised purpose ends; provide repository or technical access to another person; or claim ownership of Leasy Link software merely because that person contributed to its development.

Where required by the applicable agreement, access credentials, code copies, development materials and other Leasy Link assets must be returned, transferred or securely deleted when the authorised engagement ends.

181.3 No Assistance or Indirect Misappropriation

A person must not knowingly assist, procure, encourage, instruct or collaborate with another person to unlawfully obtain, copy, disclose, distribute, sell or otherwise misappropriate Leasy Link software or proprietary technical information.

A person must also not knowingly receive, purchase, use or commercially exploit Leasy Link source code or technical materials where they know, or reasonably should know, that the materials were obtained or disclosed without authority.

181.4 Enforcement

Unauthorised acquisition, copying, disclosure, distribution or exploitation of Leasy Link source code or proprietary technical materials constitutes a **serious violation** of this Policy.

Leasy Link may revoke access, restrict or terminate Accounts, preserve relevant evidence, require the return or deletion of proprietary materials and pursue appropriate contractual, Intellectual Property, civil or other remedies available under Applicable Law.

Where the conduct gives rise to reasonable suspicion of unlawful system access, theft, fraud, Intellectual Property infringement or another criminal offence, Leasy Link may report the matter to appropriate law-enforcement or regulatory authorities and cooperate with any lawful investigation.

182. No Unauthorised Distribution

Users must not distribute:

APK files; IPA files; software installation packages; developer builds; beta builds; and testing versions.
other Application copies.
outside authorised channels or testing arrangements.

183. Testing, Pre-Release and Controlled Access

Where Leasy Link provides any person with access to a testing build, beta version, pre-release version, demonstration environment, test Account, production Account, live system or other restricted Leasy Link environment, that access is provided solely for the purpose expressly authorised by Leasy Link.

Access may be used only during the authorised testing or access period, on permitted Devices, by the person to whom access was granted, and in accordance with instructions issued by Leasy Link.

Access granted for testing, demonstration, development, support, review or evaluation does **not** grant any ownership, distribution, resale, sublicensing or other commercial rights in Leasy Link.

The recipient must not, without Leasy Link's prior written authorisation, share or redistribute any testing build, APK, IPA, installation file, access link, invitation, QR code, OTP, password, credential, API credential, administrative access or other means of accessing Leasy Link; permit an unauthorised person to use their Account or Device to access the Services; copy or distribute restricted technical documentation;

provide third parties with access to Leasy Link's test or live systems; or use access granted for one purpose for another unauthorised purpose.

The recipient must also not use testing or controlled access to copy or reproduce Leasy Link's proprietary functionality; reverse engineer or attempt to discover source code except where such restriction is prohibited by Applicable Law; extract or replicate databases or system structures; create or assist in creating an unauthorised competing, derivative or substantially copied service; conduct unauthorised vulnerability or penetration testing; scrape or systematically extract information; circumvent security or Subscription controls; or interfere with the operation or security of the Services.

Confidentiality of Pre-Release Information

Non-public information disclosed or made accessible during testing, development, demonstration or controlled access must be treated as confidential where its nature or circumstances reasonably indicate that it is not intended for public disclosure.

This may include non-public features, screenshots, videos, designs, workflows, pricing under development, technical information, security arrangements, test results, bugs, vulnerabilities, administrative functionality and future product functionality.

Recipients must not publicly publish, post, demonstrate, distribute or disclose such information without Leasy Link's prior authorisation.

Protection of Live Customer and Tenant Data

Access to a test or live Leasy Link environment does not authorise a tester, developer, contractor or other recipient to access, browse, copy, download, photograph, record, disclose or otherwise use customer or Tenant Data except to the minimum extent expressly authorised and reasonably necessary for the approved purpose.

Any Personal Data encountered accidentally must be treated as confidential and must not be retained, disclosed or used for another purpose.

Suspected unauthorised access to Personal Data or other security incidents must be reported promptly to security@leasy-link.com.

Screenshots, Screen Recordings and Demonstrations

A person given controlled access must not make or distribute screenshots, screen recordings, demonstrations or other reproductions containing confidential information, Personal Data, security information or non-public Leasy Link functionality except where expressly authorised for the approved testing or business purpose.

Authorised promotional or demonstration materials supplied by Leasy Link may be shared only within the scope for which Leasy Link has approved them.

End of Access

When the authorised testing, development, evaluation, support or other access period ends, the recipient must cease using the restricted access and, where requested by Leasy Link, delete or return testing builds, credentials, confidential documentation and other restricted materials in their possession or control.

Leasy Link may revoke testing, development, demonstration or other controlled access at any time where reasonably necessary to protect the Services, Personal Data, Intellectual Property, Users or Leasy Link's legitimate business interests.

Breach

Unauthorised sharing, copying, redistribution, exploitation or access may constitute a serious breach of this Policy, the EULA, Terms & Conditions, confidentiality obligations, Intellectual Property rights or Applicable Law.

Leasy Link may immediately revoke access, suspend or terminate an Account, preserve relevant evidence and pursue appropriate contractual, civil or other legal remedies.

Where the conduct gives rise to a reasonable suspicion of fraud, unlawful system access, theft, Intellectual Property infringement, data theft or another criminal offence, Leasy Link may report the matter to the appropriate authorities and cooperate with any lawful investigation.

184. Strict Prohibition on Unauthorized Resale, Distribution and Commercial Exploitation

The unauthorized resale, sublicensing, distribution or commercial exploitation of Leasy Link or access to the Services is **strictly prohibited**.

No User or other person may, without Leasy Link's prior express written authorization:

sell, resell or sublicense access to Leasy Link; sell or share Account credentials for payment or other commercial benefit; charge another person to access the Services through a User's Account; resell or redistribute Subscription capacity; act or represent themselves as an authorized Leasy Link reseller, distributor, agent, franchisee or commercial representative; commercially distribute access to the Services; or otherwise commercially exploit Leasy Link, its systems, software, Subscription plans or access rights without authorization.

A User must not circumvent Leasy Link's Subscription structure by purchasing an Account or Subscription for the purpose of providing unauthorized access to unrelated third parties.

Unauthorized resale or distribution constitutes a **serious violation** of this Policy and may also constitute a breach of the Terms & Conditions, EULA, Intellectual Property rights or Applicable Law.

Where Leasy Link reasonably identifies suspected unauthorized resale or commercial exploitation, it may investigate the activity, preserve relevant evidence, restrict or suspend the Account, terminate access, and take appropriate legal action.

Where the conduct involves suspected fraud, theft, unlawful access, Intellectual Property infringement or another suspected criminal offence, Leasy Link may report the matter to the appropriate law-enforcement or regulatory authorities and cooperate with any lawful investigation.

Anyone outside our ordinary customers who receives meaningful **development access, Admin access, source-code access or confidential pre-release information** should also be subject to an NDA/confidentiality and IP agreement

Leasy Link reserves the right to pursue any remedies available under Applicable Law, including appropriate civil remedies and, **where the conduct constitutes a criminal offence under Applicable Law, referral for criminal investigation or prosecution.**

Authorization to use Leasy Link does not grant any right to resell, redistribute, sublicense or commercially exploit the Services.

185. Property Managers and Service Providers

A property manager, estate agent or other authorized service provider may use Leasy Link to provide legitimate rental-management services where that use is permitted by:

the applicable Subscription; the Account structure; the Terms & Conditions; and Applicable Law.

Such legitimate professional use is not prohibited to resale merely because the User charges their own customer for broader property-management services.

186. No Unauthorized White-Labeling

Users must not remove Leasy Link branding and present the Application as their own software without an authorized white-label or licensing agreement.

187. No False Partnership or Endorsement

Users must not falsely state or imply that they are:

an official Leasy Link partner; employee; director; franchisee; agent; and certified reseller.

exclusive representative; and authorized technology provider.

unless such a relationship actually exists and has been authorized.

188. Trademark Misuse

Users must not use the:

Leasy Link name; Leasy Link logo; slogans; visual identity; trademarks; and service marks.

confusingly similar branding.

in a manner that:

causes confusion; falsely implies endorsement; misrepresents ownership; facilitates fraud; and infringes Leasy Link's rights.

189. Domain Names and Social Media Accounts

Users must not register or operate domain names, social-media accounts or business names in a manner deliberately designed to impersonate Leasy Link or mislead the public.

Examples include creating an account that falsely appears to be:

official Leasy Link support; Leasy Link billing; Leasy Link legal; Leasy Link customer service; and an official Leasy Link country operation.

190. Phishing and Brand Impersonation

Users must not use Leasy Link branding to:

collect passwords; obtain OTPs; obtain payment details; request sensitive Personal Data; conduct phishing; and impersonate Leasy Link personnel.

191. Marketing Materials

Users may refer accurately to their use of Leasy Link in legitimate business communications.

However, Users must not:

alter Leasy Link branding deceptively; use Leasy Link marketing content as their own; reproduce proprietary campaigns without permission; and imply official endorsement where none exists.

192. Screenshots and Demonstrations

Users may use screenshots for reasonable purposes such as:

internal training; troubleshooting; authorized demonstrations; support requests; and maintaining records.

However, screenshots must not unlawfully disclose:

Tenant Data; Account information; confidential system information; another User's data; and other protected information.

193. No Commercial Database Extraction

Users must not extract Leasy Link database information for the purpose of:

creating a competing rental database; selling datasets; producing unauthorised commercial directories; creating tenant blacklists; building competing software; and commercially exploiting non-public Leasy Link data.

194. Competitive Use

Nothing in this Policy prevents lawful competition.

However, Users must not use unauthorized access, copied software, stolen confidential information or unlawfully extracted data to develop a competing product.

195. Benchmarking

Users may not publish confidential technical or performance benchmarking obtained through unauthorized testing or restricted systems.

This does not prevent fair, lawful, and non-confidential product reviews or comparisons.

196. Confidential Information

Users must not unlawfully disclose Leasy Link confidential information, including non-public:

source code; infrastructure information; security configurations; credentials; developer repositories; and pricing arrangements specifically subject to confidentiality.

internal business information; and unreleased features.

197. Third-Party Intellectual Property

Users must respect the Intellectual Property Rights of other persons.

Users must not use Leasy Link to upload or distribute material that unlawfully infringes:

copyright; trademarks; confidential information; database rights; design rights; and other proprietary rights.

198. Open-Source Software

Nothing in this Policy limits rights lawfully granted under applicable open-source licenses.

Where an open-source license gives Users specific rights that cannot lawfully be restricted by Leasy Link, those rights remain unaffected.

199. Reporting Intellectual Property Infringement

A rights holder who believes that content made available through Leasy Link infringes their Intellectual Property Rights may report the matter through Leasy Link's authorized legal or support channel.

The report should include sufficient information to identify:

the protected work; the allegedly infringing material; the basis of the claim; the rights holder or authorized representative; and appropriate contact information.

200. Investigation of IP Complaints

Leasy Link may:

request additional evidence; investigate the relevant material; restrict access to disputed content where appropriate; notify the relevant User; preserve evidence; and take other action consistent with Applicable Law.

201. No Misuse of Leasy Link Reports

Reports, statements, receipts and other outputs generated through Leasy Link may be used for legitimate rental-management purposes.

Users must not alter them deceptively or represent them as documents independently verified or legally certified by Leasy Link where that is not the case.

202. Commercial Exploitation of Tenant Data

Users must not commercially exploit Tenant Data obtained through Leasy Link by:

selling it; licensing it; packaging it into a commercial database; providing it to advertisers; and using it for unrelated commercial profiling.

unless such activity is clearly lawful and expressly permitted under the applicable Leasy Link agreements.

203. Protection of Leasy Link Reputation

Users must not impersonate Leasy Link, commit fraud in its name, or falsely attribute unlawful or misleading statements to Leasy Link.

This clause does **not** prevent lawful:

criticism; reviews; complaints; reporting to regulators; whistleblowing; and other legitimate expressions.

204. Reservation of Rights

All Leasy Link rights not expressly granted to Users are reserved.

PART H**MONITORING, INVESTIGATION, ENFORCEMENT AND REPORTING**

205. General Enforcement Principle

Leasy Link may take reasonable and proportionate action where it has grounds to believe that: this Policy has been breached; the Terms & Conditions have been breached; the EULA has been breached; unlawful activity is occurring; a security risk exists; and fraud is suspected. action is necessary to protect Users, tenants, Leasy Link or third parties..

206. No Continuous Surveillance Obligation

Leasy Link is not required to continuously monitor every User action, document, payment record or communication.

However, Leasy Link may use reasonable monitoring mechanisms to protect:

platform security; data integrity; Account security; Subscription controls; system reliability; and lawful use of the Services.

207. Security Monitoring

Leasy Link may monitor technical information relating to:

login attempts; OTP requests; authentication events; session activity; suspicious Account activity; and unusual technical behaviour.

software errors; access patterns; security incidents; and API or network activity.

Such monitoring must be conducted in accordance with the Privacy Policy and Applicable Law.

208. Audit Logs

Leasy Link may maintain audit logs relating to material Account actions.

Depending on functionality, logs may record events such as:

Account access; payment creation; payment correction; payment voiding; tenant archiving; and Lease changes.

permissions; Trusted Contact actions; Subscription changes; and other significant events.

209. Purpose of Audit Logs

Audit records may be used for:

fraud prevention; dispute investigation; Account security; customer support; regulatory compliance; and legal claims.

integrity of historical records; and detecting unauthorised activity.

210. Privacy Limits on Monitoring

Monitoring must not be used as an excuse to collect unrelated or excessive Personal Data.

Leasy Link should limit monitoring to information reasonably necessary for legitimate: security; compliance; operational; and legal purposes.

211. Investigations

Where suspected misuse arises, Leasy Link may investigate using relevant information including:

Account records; audit logs; payment information; authentication records; Content; and support communications.

security logs; and other information reasonably relevant to the allegation.

212. Fair Investigation

Where reasonably practicable, investigations should consider:

nature of the alleged breach; evidence available; seriousness of the potential harm; User explanation; whether the conduct was intentional; and whether the breach can be remedied.

prior relevant violations; and Applicable Law.

213. Request for Information

Leasy Link may request reasonable information from a User where necessary to investigate:

suspected fraud; false identity; Account ownership; unlawful Property management; misuse of Tenant Data; and payment abuse.

Intellectual Property infringement; and security compromise.

Users should cooperate honestly with legitimate requests.

214. Temporary Protective Action

Leasy Link may temporarily restrict:

login; particular functionality; document access; Trusted Contact access; API access; and Subscription changes.

other affected functionality.

while investigating a serious security, fraud or legal concern.

215. Enforcement Measures

Depending on severity, Leasy Link may take one or more of the following actions:

provide guidance; issue a warning; require corrective action; remove or restrict unlawful Content; reset or revoke sessions; and require Account verification.

temporarily restrict functionality; suspend the Account; revoke Trusted Contact access; suspend payment functionality; terminate the Account or Licence; and preserve evidence.

refer the matter to an appropriate third party; and pursue another lawful remedy.

216. Proportionality

Enforcement should be proportionate to the nature and seriousness of the violation.

Leasy Link should distinguish, where appropriate, between:

genuine mistake; negligent misuse; repeated violation; deliberate circumvention; serious security abuse; and fraud.

unlawful conduct..

217. Warnings

Where appropriate, Leasy Link may issue a warning before imposing stronger enforcement measures.

A warning may:

identify the concern; request correction; specify conduct that must stop; provide a reasonable remediation period; and explain potential consequences of continued violation.

218. Immediate Action

Leasy Link may take immediate action without prior warning where reasonably necessary to address:

suspected Account takeover; serious fraud; malware; unauthorised system access; significant data exposure; and unlawful use of National Identification Information.

credible threat of serious harm; material platform attack; and binding legal requirements.

219. Account Suspension

An Account may be suspended where reasonably necessary to:

investigate misuse; protect Tenant Data; secure compromised credentials; stop fraudulent activity; enforce payment obligations; and protect Leasy Link infrastructure.

comply with law..

220. Restricted Access During Investigation

Where Leasy Link determines that temporary Account restriction is reasonably necessary for a security, fraud, legal, compliance, billing or other legitimate purpose, an authorised Administrator may manually suspend the Account.

During the standard suspended state, the User may continue to access existing Account data but cannot add new data until the Account is restored.

Leasy Link will seek to apply restrictions reasonably and proportionately. Where a serious security, legal or regulatory matter requires stronger measures, Leasy Link may impose additional restrictions or terminate access as permitted by the Terms & Conditions, EULA, this Policy and Applicable Law.

221. Removal of Content

Leasy Link may remove or restrict access to Content where it reasonably believes removal is necessary to:

comply with law; respond to a valid court order; address malware; prevent ongoing fraud; address a credible rights claim; and protect platform security.

Where historical integrity matters, removal may be accompanied by preservation of an internal audit record where lawful.

222. Account Termination

Serious or repeated breaches may result in termination in accordance with the Terms & Conditions and EULA.

Termination may be appropriate for:

serious fraud; repeated unlawful processing of Personal Data; persistent security abuse; intentional attacks; serious Intellectual Property infringement; and persistent Subscription circumvention.

other material violations..

223. Opportunity to Remedy

Where a breach is capable of correction and immediate action is not required, Leasy Link may provide the User with a reasonable opportunity to remedy the issue before termination.

224. User Notification

Where legally permitted and reasonably appropriate, Leasy Link should inform the User of significant enforcement action.

The notice may include:

nature of the action; general reason; effective date; required remediation; and available review or appeal process where applicable.

225. Withholding Detailed Security Information

Leasy Link may limit the detail provided in an enforcement notice where disclosure could:

reveal security controls; compromise an investigation; expose another person's Personal Data; facilitate fraud; prejudice legal proceedings; and violate law.

226. Internal Review

Users may request an internal review of a significant restriction, suspension, termination or Content-removal decision by emailing support@leasy-link.com.

Leasy Link may consider the User's explanation, relevant evidence, proportionality, remediation, Account history, security or privacy risks and Applicable Law. Where appropriate, the request may be escalated to authorised Management, Legal & Compliance, Security or another responsible person.

Following review, Leasy Link may uphold, modify or reverse the original decision, require corrective action, or take another proportionate action permitted under the applicable agreements and Applicable Law..

227. No Retaliation for Good-Faith Reporting

Leasy Link will not take enforcement action merely because a User:

makes a legitimate complaint; reports a security issue; disputes a bill; raises a privacy concern; criticises Leasy Link; and reports suspected unlawful conduct in good faith.

This does not protect fraudulent, malicious or knowingly fabricated reports.

228. Reporting Misuse

Users and affected persons may report suspected misuse involving:

fraud; false rental records; harassment; privacy violations; security incidents; and impersonation.

malicious software; Intellectual Property infringement; abusive communications; and other violations.

229. Reporting Channels

Leasy Link maintains official channels for reports, complaints and enquiries relating to the Services.

General support, billing, privacy, abuse, legal and Intellectual Property matters may initially be submitted through support@leasy-link.com and will be internally classified and escalated where appropriate.

Security incidents, suspected vulnerabilities, unauthorised access, suspected data exposure and other cybersecurity concerns should be reported directly to security@leasy-link.com.

Leasy Link may establish additional dedicated reporting channels as its operations, staffing or regulatory requirements develop.

230. Anonymous Reports

Leasy Link may consider reports made without full identification where sufficient information is provided to investigate.

However, anonymity may limit the ability to verify or respond to the report.

231. False Reports

Users must not knowingly submit false reports with the intention of:

harming another User; causing improper Account suspension; obtaining a financial benefit; harassing another person; and misleading Leasy Link.

232. Preservation of Evidence

Where an investigation or legal matter exists, Leasy Link may preserve relevant records even where they would otherwise be scheduled for deletion.

Preservation may continue for as long as reasonably necessary for:

litigation; fraud investigation; regulatory investigation; security investigation; legal claims; and another legitimate legal hold.

233. Referrals to Law Enforcement

Where Leasy Link reasonably believes serious unlawful activity has occurred, it may refer relevant information to competent law-enforcement authorities where:

legally required; permitted by Applicable Law; and reasonably necessary to protect persons or the Services.

234. Regulatory Reporting

Leasy Link may report or disclose information to competent regulatory authorities where required by law.

This may include matters relating to:

data protection; consumer protection; cybersecurity; financial fraud; and other regulated conduct.

235. Court Orders

Leasy Link will respond appropriately to valid:

court orders; subpoenas or equivalent lawful processes; preservation orders; and other binding legal requests.

Leasy Link may challenge an unlawful or excessive request where appropriate and legally permitted.

236. Emergency Situations

Where Leasy Link reasonably believes immediate action is required to prevent serious and imminent harm, it may take proportionate protective action consistent with Applicable Law.

237. Cooperation With Payment Providers

Leasy Link may cooperate with payment providers investigating:

stolen cards; fraudulent charges; chargebacks; compromised payment methods; and other payment abuse.

238. Cooperation With App Stores

Leasy Link may cooperate with Apple, Google or another authorised distribution platform in relation to:

fraudulent Applications; counterfeit versions; platform policy violations; payment abuse; malware; and other relevant issues.

239. Third-Party Complaints

Leasy Link may investigate credible complaints received from:

tenants; rights holders; payment providers; regulators; business partners; and security researchers.
other affected persons..

A complaint alone does not automatically establish wrongdoing.

240. Record of Enforcement

Leasy Link may retain appropriate records of:

warnings; investigations; suspensions; content restrictions; termination; and appeals.

security events; and regulatory referrals.

These records will be handled according to the Privacy Policy and retention requirements.

241. Consistent Enforcement

Leasy Link should seek to enforce this Policy consistently while recognising that different circumstances may justify different outcomes.

242. No Obligation to Enforce on Demand

A User cannot require Leasy Link to suspend or terminate another person's Account merely by making an allegation.

Leasy Link may investigate and determine appropriate action based on available evidence and Applicable Law.

243. Rights Reserved

Nothing in this Policy limits Leasy Link from exercising any additional contractual or legal remedy available under:

the Terms & Conditions; EULA; Applicable Law; and other binding agreements.

LEASY LINK

ACCEPTABLE USE POLICY

PART I**COUNTRY-SPECIFIC COMPLIANCE, MANDATORY RIGHTS AND REGULATORY COOPERATION****244. Regional Compliance Framework**

244.1 Leasy Link is intended to operate across multiple Southern African jurisdictions.

244.2 This Policy establishes a common baseline for acceptable use, but Users remain subject to mandatory local law in the jurisdiction applicable to their conduct.

244.3 Where local law provides stricter or additional requirements, those requirements prevail to the extent legally required.

245. Countries Covered

This Policy is intended to support Leasy Link operations in:

Botswana; South Africa; Namibia; Zambia; Zimbabwe; and Eswatini.

Lesotho..

Leasy Link may expand into additional jurisdictions following appropriate legal and compliance review.

246. Botswana

Users in Botswana must comply with applicable Botswana laws relating to matters including: contracts; landlord and tenant relationships; privacy and data protection; consumer protection; electronic communications; and cybersecurity.

fraud; Intellectual Property; and other laws relevant to use of the Services.

Nothing in this Policy authorises conduct prohibited by Botswana law.

247. South Africa

Users in South Africa must comply with applicable South African legislation concerning:

Personal Information; consumer protection; electronic communications; cybercrime; unlawful discrimination; and contractual conduct.

Intellectual Property; and landlord and tenant obligations.

Where mandatory South African law grants stronger rights than this Policy, those rights remain unaffected.

248. Zambia

Users in Zambia must use the Services in accordance with mandatory Zambian requirements relating to:

data protection; cybersecurity; electronic communications; contracts; consumer rights; and fraud.

Intellectual Property; and rental-management activities.

249. Namibia

Users in Namibia remain responsible for compliance with applicable Namibian laws governing: privacy; contracts; consumer rights; electronic communications; cybersecurity; and Intellectual Property.

landlord and tenant activities..

250. Zimbabwe

Users in Zimbabwe must comply with applicable Zimbabwean laws relating to:

data protection; cybersecurity; electronic communications; fraud; consumer matters; and rental administration.

Intellectual Property; and other applicable legal obligations.

251. Eswatini

Users in Eswatini must comply with applicable laws of the Kingdom of Eswatini relating to:

privacy and data protection; cyber activity; contracts; electronic communications; consumer protection; and Intellectual Property.

rental-management activities..

252. Lesotho

Users in Lesotho must comply with applicable laws concerning:

Personal Data; electronic communications; cybersecurity; contracts; consumer rights; and Intellectual Property.

landlord and tenant activities..

253. Local Landlord and Tenant Law

Leasy Link is a rental-management platform and does not replace local landlord and tenant law.

Users remain responsible for complying with legal requirements concerning matters such as:

rental agreements; deposits; notices; rent increases; termination; and eviction.

utilities; access to premises; and dispute resolution.

The fact that functionality exists in Leasy Link does not itself mean that every available action is lawful in every country.

254. Data Protection Compliance

Users who process Personal Data through Leasy Link must comply with applicable data-protection requirements in their jurisdiction.

This includes obligations relating to:

lawful basis; transparency; data minimisation; accuracy; security; and retention.

Data Subject rights; disclosures; and cross-border transfers.

255. Consumer Protection

Where Users provide rental or property-management services to consumers, they remain responsible for complying with any consumer-protection obligations applicable to their own activities.

Leasy Link does not assume those obligations merely because the platform is used to manage the relationship.

256. Electronic Communications

Users must comply with applicable laws governing:

SMS; email; WhatsApp; direct marketing; electronic notices; and other digital communications.

A technical ability to send a message does not automatically mean that the User is legally entitled to send it.

257. Direct Marketing

Tenant contact information collected for rental-management purposes must not automatically be treated as permission for unrelated direct marketing.

Where consent or another lawful basis is required, the User remains responsible for establishing it.

258. National Identification and Tenant Information

Users are responsible for ensuring that any Personal Data they collect from or about tenants and record through Leasy Link is collected and processed in accordance with the laws applicable to them and the tenancy.

Before recording a tenant's National Identification Number, Passport Number or other Personal Data, the User must satisfy themselves that they are lawfully entitled to collect it, that it is reasonably necessary and relevant to legitimate rental administration, and that any required notice, consent or other lawful basis has been addressed.

The availability of a field or functionality within Leasy Link does not mean that collection of that information is automatically lawful, necessary or appropriate in every jurisdiction or circumstance.

Leasy Link will process Personal Data entrusted to the Services in accordance with the Leasy Link Privacy Policy and the legal obligations applicable to Leasy Link.

259. Cybersecurity Laws

Users must not use Leasy Link in violation of applicable cybercrime or cybersecurity law.

This includes conduct involving:

hacking; unauthorised access; malware; credential theft; system interference; and unlawful interception.

cyber-enabled fraud..

260. Intellectual Property Law

Users must respect applicable copyright, trademark, database, confidential information and other Intellectual Property laws.

This applies both to Leasy Link Intellectual Property and to material belonging to third parties.

261. Court and Regulatory Orders

Users must comply with valid court orders and lawful regulatory requirements applicable to them.

Leasy Link may also take action where necessary to comply with a valid legal order.

262. Regulatory Cooperation

Leasy Link may cooperate with competent authorities where legally required in relation to:

fraud; privacy; cybersecurity; consumer complaints; Intellectual Property infringement; and payment abuse.

other regulated conduct..

263. Data Protection Authorities

Where required by law, Leasy Link may cooperate with the relevant data-protection supervisory authority concerning Personal Data processed through the Services.

This does not automatically mean Leasy Link accepts liability for unlawful processing carried out independently by a User.

264. Law Enforcement

Leasy Link may provide information to law-enforcement authorities where:

required by law; authorised by a valid legal order; reasonably necessary to address serious unlawful activity; and otherwise legally permitted.

Only information reasonably necessary for the lawful purpose should be disclosed.

265. Cross-Border Investigations

Where an investigation involves multiple countries, Leasy Link may cooperate with competent authorities and service providers across jurisdictions subject to:

Applicable Law; confidentiality; privacy obligations; and lawful transfer requirements.

266. Future Jurisdictions

Before Leasy Link expands into another jurisdiction, the Acceptable Use Policy should be reviewed against local requirements concerning:

landlord and tenant activity; privacy; communications; cybersecurity; consumer rights; and data retention.

Intellectual Property; and enforcement.

267. Mandatory Rights

Nothing in this Policy excludes or restricts rights that cannot lawfully be waived.

Where a mandatory right conflicts with a contractual restriction, the mandatory legal right prevails to the extent of the conflict.

268. No Regulatory Avoidance

Users must not use Leasy Link in a manner deliberately intended to evade laws, regulators, court orders or compliance obligations applicable to their rental-management activities.

PART J**GENERAL PROVISIONS, CONTACT DETAILS, DOCUMENT CONTROL
AND VERSION HISTORY**

270. Relationship With Other Agreements

This Policy forms part of the broader Leasy Link contractual framework.

It should be read together with the:

Terms & Conditions; End User Licence Agreement; Privacy Policy; Subscription & Billing Policy; Refund Policy; and Cookie Policy.

any additional applicable notices or policies..

271. Order of Precedence

Unless expressly stated otherwise:

271.1 mandatory Applicable Law prevails;

271.2 the Terms & Conditions govern the overall contractual relationship;

271.3 the EULA governs the software Licence;

271.4 this Policy governs acceptable and prohibited use;

271.5 the Privacy Policy governs Personal Data;

271.6 the Subscription & Billing Policy governs payment and Subscription matters; and

271.7 specific supplementary terms may govern particular functionality.

272. Interpretation

This Policy should be interpreted in a manner consistent with the purpose of:

protecting Users and tenants; protecting the integrity and security of the Services; preventing unlawful use; preserving mandatory rights; and supporting legitimate rental management.

273. Severability

If any provision of this Policy is held to be:

invalid; unlawful; unenforceable; and inconsistent with mandatory law.

that provision will be modified to the minimum extent necessary where reasonably possible.

If modification is not possible, it will be severed without affecting the remaining provisions.

274. No Waiver

Failure by Leasy Link to enforce a provision in one case does not constitute a permanent waiver.

A decision not to take enforcement action against one User does not create an entitlement for another User to engage in the same conduct.

275. Enforcement Discretion

Leasy Link may consider the individual facts and circumstances of a case when determining appropriate enforcement action.

Enforcement discretion must not be exercised unlawfully, arbitrarily or in a manner inconsistent with mandatory rights.

276. Changes to This Policy

Leasy Link may amend this Policy where reasonably necessary to reflect:

changes to Services; security developments; new forms of misuse; new functionality; changes in Applicable Law; and regulatory guidance.

international expansion; and operational requirements.

277. Material Changes

Where a material amendment significantly affects Users' contractual obligations, Leasy Link will provide any notice or renewed acceptance required by Applicable Law.

278. No Retrospective Penalty

Leasy Link should not treat conduct as a contractual breach solely because a later version of this Policy prohibited conduct that was permitted when it occurred.

This does not prevent enforcement where the conduct was independently unlawful or prohibited under another applicable agreement.

279. Governing Law

Unless mandatory local law requires otherwise, this Policy is governed by the laws of the Republic of Botswana.

Mandatory rights and obligations applicable in another jurisdiction remain unaffected.

280. Dispute Resolution

Disputes concerning enforcement of this Policy should be handled in accordance with the dispute-resolution provisions of the Terms & Conditions and EULA.

Nothing prevents a User from exercising a mandatory right to approach:

a regulator; consumer authority; data-protection authority; court; law-enforcement agency; and another competent body.

281. Internal Review of Enforcement Decisions

A User who believes that a significant enforcement action taken against their Account was made in error or was disproportionate may request an internal review by email.

Review requests must be submitted to support@leasy-link.com and should identify the affected Account, the decision being challenged, the reason for reconsideration and any relevant supporting information.; Leasy Link will consider relevant evidence, the seriousness of the alleged violation, information supplied by the User, previous relevant violations, corrective action, security, privacy or legal considerations, and whether the original action remains reasonable and proportionate.; Where appropriate, the request may be escalated internally to authorised Management, Legal & Compliance, Security or another responsible person.; and Following review, Leasy Link may uphold or modify the original decision, restore Account access, require corrective action, maintain another proportionate restriction, or take another action permitted under the applicable agreements and Applicable Law.

Leasy Link will communicate the review outcome to the User. Nothing in this internal review process limits any mandatory rights available under Applicable Law.

282. Contacting Leasy Link

Questions, complaints, notices or reports relating to this Policy or use of the Services may be submitted through Leasy Link's official communication channels.

General Support: support@leasy-link.com

Security & Vulnerability Reports: security@leasy-link.com

Privacy, Legal, Abuse and Intellectual Property matters: support@leasy-link.com, unless Leasy Link publishes a dedicated channel.

Official Website: leasy-link.com

Legal Entity Name: Leasy Proprietary Limited

CIPA Registration Number: BW00009740829

Registered Office: Gaborone, Botswana

Official Telephone / WhatsApp: +267 77416128

Leasy Link may establish additional dedicated channels as its operations develop.

283. Reporting Channels

General Support, Billing, Privacy, Legal, Abuse and Intellectual Property reports may initially be submitted to support@leasy-link.com unless Leasy Link publishes a dedicated channel for the relevant matter.

Security incidents, suspected vulnerabilities, unauthorised access, suspected data exposure and other cybersecurity concerns should be submitted to security@leasy-link.com.

Leasy Link will internally classify and escalate reports to the appropriate responsible person according to their nature and urgency.

284. Abuse Reports

An abuse report should provide sufficient information, where reasonably possible, to identify:

affected Account or conduct; nature of the alleged violation; relevant dates; supporting evidence; and contact details of the reporter.

285. Security Reports

Security reports should be treated with appropriate confidentiality and escalated promptly to the technical/security owner.

286. Privacy Complaints

Privacy complaints should be routed to the designated privacy contact and handled in accordance with the Privacy Policy and applicable privacy procedure.

287. Intellectual Property Complaints

Intellectual Property complaints should be routed to the legal or designated rights-management contact.

288. Emergency Reports

Where Leasy Link establishes an emergency reporting mechanism, it should be reserved for matters involving serious and imminent security, fraud or safety risk.

Leasy Link should not advertise an emergency response capability that it does not operationally support.

289. Internal Responsibility and Escalation

Leasy Link will maintain appropriate internal responsibility for the administration, monitoring and enforcement of this Policy.

Reports and suspected violations will be classified and referred to the person responsible for the relevant matter, including general support/abuse, privacy/data protection, security, billing/payment, legal/Intellectual Property, and Account restriction or termination decisions.

Security incidents and vulnerabilities will be directed through security@leasy-link.com and escalated promptly to the responsible technical/security person.

Serious matters involving suspected fraud, significant security incidents, Personal Data breaches, regulatory matters, legal proceedings or Account termination will be escalated to authorised Leasy Link management or another appropriately designated responsible person.

Leasy Link may allocate, combine or delegate these responsibilities as its organisational structure develops.

290. Record Keeping

Leasy Link may retain appropriate records relating to:

reports; investigations; warnings; restrictions; suspensions; and appeals.

terminations; security incidents; and regulatory referrals.

Retention will be governed by the Privacy Policy and internal retention schedule.

291. Confidentiality of Investigations

Leasy Link will not ordinarily disclose confidential investigation information unnecessarily.

Information may nevertheless be disclosed where:

required by law; reasonably necessary to investigate; necessary to protect rights; necessary to respond to a complaint; and permitted under the Privacy Policy.

292. Publication

The current version of this Policy should be made available through:

the official Leasy Link website; the Application where appropriate; and another accessible legal-policy location.

293. Accessibility

Leasy Link should take reasonable steps to present this Policy in a format that is:

readable; accessible; searchable where possible; and capable of being downloaded or viewed electronically.

294. Language

The official version of this Policy is the English-language version unless Applicable Law requires otherwise.

Leasy Link may provide translations for convenience or local compliance.

295. Document Control

Document Information	Details
Document Title	Leasy Link Acceptable Use Policy
Document Type	Public Legal / Platform Conduct Policy
Version	1.2
Status	MANAGEMENT APPROVED
Document Owner	Leasy Link Legal & Compliance
Primary Jurisdiction	Republic of Botswana
Regional Coverage	Botswana, South Africa, Namibia, Zambia, Zimbabwe, Eswatini and Lesotho
Classification	Public

Document Information	Details
Approved By	Board of Directors / Authorized Management
Effective Date	23 August 2026
Review Frequency	Annual or earlier following a material legal, security, product or operational change

296. Final User Obligation

By using the Leasy Link Services, the User agrees to comply with this Policy as part of the applicable contractual framework.

Users must use the Services only for lawful and legitimate purposes and must not intentionally:

falsify rental records; misuse Tenant Data; circumvent Subscription or security controls; harass tenants; misuse Leasy Link communications; and attack the platform.

infringe Intellectual Property; and engage in other conduct prohibited by this Policy.

Failure to comply may result in proportionate action under this Policy, the Terms & Conditions, the EULA and Applicable Law.