



Dear valued guest

With the **Protection of Personal Information Act, 4 of 2013 (POPIA)** we commit to strictly adhering to the regulations of keeping your personal information safe. Your personal information will only be used to send you updates per your selected method of communication or to fulfil your booking requests. No personal information will be shared, without your consent, with any third party.

How we collect information

We may collect certain information during any of the following:

- on registration;
- when engaging with third party service providers;
- making use of any reservation services;
- making use of any other goods or services offered by us;
- during the booking process;
- optional information, that you provide when you upload or download content from our website or when you enter competitions, take advantage of promotions, respond to surveys.

- **We may use your information:**

- to send you administrative messages and email updates to you regarding the website;
- for marketing purposes;
- for targeted content in certain, specified instances directly or via third party service providers.

Privacy & Personal Information Policy

1. Personal information:

1.1 includes

- certain information collected on registration;
- additional information accessed through your interactions with us; and
- optional information that you voluntarily provide to us.



1.2 excludes

- information that has been made anonymous so that it does not identify a specific person;
- permanently de-identified information that does not relate or cannot be traced back to you specifically; and
- non-personal information collected and compiled by us and information that you have provided voluntarily in an open, public environment or forum including (without limitation) any blog, social media account, chat room, community, classifieds or discussion board. Because the information has been disclosed in a public forum, it is no longer confidential and does not constitute personal information subject to protection under this policy.

2. Acceptance of terms

You must accept all the terms of this policy when you visit our website or register for any of our services. If you do not agree with anything in this policy, then you may not register for and use any of the services. You may not access our website or use our services if you are younger than 18 years old or do not have legal capacity to conclude legally binding contracts. By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all its terms.

3. Changes

We may change the terms of this policy at any time. We will notify you of any changes by placing a notice in a prominent place on the website or by email. If you do not agree with the change, you must stop using the services. If you continue to use the services following notification of a change to the terms, the changed terms will apply to you and you will be deemed to have accepted such terms.

On booking

Once you book on our website, you will no longer be anonymous to us as you will provide us with personal information.

This personal information will include:

- your name, surname, company name, company registration number, and VAT number;
- your postal address, residential address, email address, telephone number, and postal code;
- your social media details or related user accounts; and
- Payment details, bank account(s) and credit card number(s).

Collection on use

In order to provide the services to you, you may be asked to provide us with additional information on a voluntary basis such as:

- flight, hotel, card reservations;
- real-time reporting details;
- personal account details;
- Visa details.



Optional details

You may also provide additional information on a voluntary basis such as value-added services or third-party services provided by our partners or affiliates or any further information you provide to us (“optional information”). This includes content or products that you decide to upload or download from our website or when you enter competitions, take advantage of promotions, respond to surveys, register and subscribe for certain additional services, or otherwise use the optional features and functionality of the website.

Thank-you.