

## Privacy Policy

Jembisa Lodge cc (hereafter referred to as we, us) respects your (the data subject) rights to privacy and we are committed to protecting all data / personal information provided to us by yourself, and aim to ensure that we adhere to and comply with the Protection of Personal Information Act, 4 of 2013 (“POPIA“), which is a data protection privacy law that as its main function regulates and controls the manner in which we collect data, how we use data, with whom the data is shared and how this data is destroyed when no longer required by us or no longer authorised by the data subject for use by us.

Personal information includes personal data that can identify a person, such as a full name, identification number, contact number, location details etc. We state below how the personal information is collected, the type of personal information we collect, as well as the reason for this and how we make use of this information, as well as your rights with regards to the processing and destruction of said personal information.

### How is the Personal Information /Data collected:

- The personal information / data collected is provided to us by the data subject either via direct email enquiries, or via our website, or following a telephonic enquiry,
- The personal information / data collected is provided to us by a third party such as a tour operator or online booking company.

### What type of Personal Information / Data is collected:

We strive to keep the personal information / data collected by ourselves to the minimum information required for such purposes, as specified in this policy under the reasons for personal information / data collection.

- Name, Surname, Identification Number / Date of Birth,
- Emergency Contact Details,
- Contact details such as email address and telephone number,
- Billing information relevant to the issuing of invoices as requested,
- Location / Country of Residence,
- Legally required information, which includes any additional information that the law requires from us to verify your identity,
- Using cookies, which will mainly be used to identify visitors that return to our website,

### The reason for / use of personal information / data collected:

The personal information / data provided to us and processed by us is the minimum information required for the processing of the following services / business purposes, which will be kept to a minimal personal information / data requirement,

- To enable us to respond to direct, online or third-party booking enquiries with regards to services / accommodation at our lodge,
- To enable us to respond to any queries in the correct and relevant manner,

- For the purpose of sending you pre-stay communications with regards to your reservation with us,
- Referring you to other service providers where necessary, with your consent,
- For the purpose of emailing newsletters, special offers, seasonal greetings etc and inviting you to any special events / happenings on offer, with your consent,
- For the purpose of post-stay communication and feedback / surveys,
- For the purpose of keeping our data base complete, updated and correct,
- For the purpose of Covid 19 Track and Trace regulations, whereby such information collected will be destroyed after the required time period has lapsed as per legislation,

Who do we share your personal information with:

Generally we do not share any personal information / data with any third parties, unless specifically requested and authorised to do so by yourself, the personal information / data subject. These third parties may comprise of alternative accommodation suppliers, out-sourced activity suppliers and function organisers etc, in relation to our business,

Aside from the purposes described above, the following instances may also apply, and will only be applied under special circumstances with your specific consent,

- when we believe in good faith that the disclosure is required by law or to protect the safety of guests, employees, the public or property;
- when disclosure is required to comply with a judicial proceeding, court order, subpoena, warrant or legal process.

How do we secure / safeguard your personal information / data:

The collection, transmission and storage of information can never be guaranteed to be completely secure, however we are fully committed to securely protect and safeguard the personal information / data that you have provided us with, by means of electronic and computer safeguards like firewalls, data protection, physical access control to our buildings and controlled access to the personal information by those employees who are designated responsible persons.

How long do we keep your personal information / data:

We retain the personal information / data for the required retention period as per the law or for legitimate business purposes, or until you have informed us that you no longer wish to receive our mailings such as newsletters etc as set out above, or such time as you unsubscribe from our mailing list.

How do we manage the quality, access and your preferences of information:

It is important that you contact us to update your personal information / data if anything has changed or is incorrect, or if you would like any or all personal information to be deleted. You have the right to request that we provide you with the personal information we hold of yours. Kindly contact [reservations@jembisa.com](mailto:reservations@jembisa.com) for this information.

Should you need to update or correct any of your personal information, or wish to delete any or all personal information / data, please contact us to advise of said requirements. We can be contacted by sending an email to [reservations@jembisa.com](mailto:reservations@jembisa.com).

#### Links on our Website:

Our website may include and contain links to third party websites that do not fall under our supervision and are controlled by said third parties. We do not accept any responsibility for the content of these links and your privacy, and encourage you to review the privacy policies of these third party websites.

#### Children and our Website:

We do not intentionally collect personal information / data from individuals under the age of 18 and our website is not intended for children.

#### Your rights with regards to access, changes and or deletion of your personal information / data:

You may unsubscribe at any time from our mailing list, and may at any time request that we delete / destroy any and all personal information / data that we have of yours.

You may at any time:

- Have access to any and all of your personal information / data collected by us,
- Rectify or correct any and all of your personal information / data collected by us,
- Request any and all of your personal information / data we have collected be deleted / destroyed,
- Lodge a complaint with us, Jembisa Lodge cc, at [reservations@jembisa.com](mailto:reservations@jembisa.com)

#### Lodging a complaint:

Should you wish to lodge a complaint, or should you believe we are using your personal information incorrectly or unlawfully, please let us know on [reservations@jembisa.com](mailto:reservations@jembisa.com)

#### Security Breach:

As required by legislation as per the POPIA act, Jembisa Lodge cc will immediately report any security breach or unlawful access to any personal information / data supplied to us and in our possession, to the Information Regulator and the individuals or companies involved. Should you wish to report any concerns with regards to our privacy policy or suspect any breach of information, please contact us via email on [reservations@jembisa.com](mailto:reservations@jembisa.com)

#### Changes to this Privacy Policy:

Jembisa Lodge cc reserves the right to change, modify, update or add to this Privacy Policy at any time without prior notice, due to business or regulatory requirements, and subject to any applicable legal requirements.