

## **Privacy Policy**

### **Audience**

This policy applies to all visitors to our website and customers who have subscribed to the services we offer (“you” and “your”).

### **Purpose of this policy**

We respect your privacy and take the protection of personal information very seriously. The purpose of this policy is to describe the way we collect, store, use, and protect information that can be associated with a specific natural or juristic person and can be used to identify that person (“personal information”). Personal information:

#### **includes**

- certain information collected on booking (see below); and
- optional information that you voluntarily provide to us (see below).

#### **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 statistical 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, 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.

### **Acceptance of terms**

You must accept all the terms of this policy when you 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.

### **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.

## **Collection**

**On booking.** Once you register 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,
- your email address, telephone number,
- your credit card number, card expiry date, and cvc number.

**Collection on use.** In order to provide the services to you, you will be asked to provide us with additional information such as your credit card number, card expiry date, and cvc number. (“service information”).

**Optional details.** You may also provide additional information on a voluntary basis such as special requirements} (“optional information”).

**Collection from browser.** We automatically receive and record Internet usage information on our server logs from your browser, such as your Internet Protocol address (“IP address”), browsing habits, click patterns, version of software installed, system type, screen resolutions, colour capabilities, plug-ins, language settings, cookie preferences, search engine keywords, JavaScript enablement, the content and pages that you access on the website, and the dates and times that you visit the website, paths taken, and time spent on sites and pages within the website (“usage information”). Please note that other websites visited before entering our website might place personal information within your URL during a visit to it, and we have no control over such websites. Accordingly, a subsequent website that collects URL information may log some personal information.

**Cookies.** When you access our website we may send one or more cookies (small text files containing a string of alphanumeric characters) to your computer to collect certain usage information. We use session cookies (which disappear after you close your browser). We use information gathered by cookies to improve the website. Please note that some of our business partners (e.g. advertisers) use their own cookies or widgets on our website. We have no access to or control over them. Information collected by any such cookie or widget is governed by the privacy policy of the company that created it, and not by us.

We use cookies for the following purposes:

- Analysis - we use cookies to help us to analyse the use and performance of our website and services.

The names of these cookies change from time to time and sometimes from session to session. If you have a query about a specific cookie, please contact us with the name and value of the cookie so that we can identify its purpose.

Cookies used by our service providers:

Our service providers use cookies and those cookies may be stored on your computer when you visit our website.

We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: <https://www.google.com/policies/privacy/>.

We use other third party providers to deliver services such as loading fonts onto our website. These providers have privacy policies which cover their usage of cookies.

The names of these cookies change from time to time and sometimes from session to session. If you have a query about a specific cookie, please contact us with the name and value of the cookie so that we can identify its purpose.

### Managing Cookies

Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

- <https://support.google.com/chrome/answer/95647?hl=en> (Chrome)
- <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox)
- <http://www.opera.com/help/tutorials/security/cookies/> (Opera)
- <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer)
- <https://support.apple.com/kb/PH21411> (Safari)
- <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge)

**Web beacons.** Our website may contain electronic image requests (called a “single-pixel gif” or “web beacon” request) that allow us to count page views and to access cookies. Any electronic image viewed as part of a web page (including an ad banner) can act as a web beacon. Our web beacons do not collect, gather, monitor or share any of your personal information. We merely use them to compile anonymous information about our website.

**Purpose for collection.** We may use any service information and optional information provided by you for such purposes as indicated to you at the time you agree to provide such service information or optional information. We may use your usage information for the purposes described above and to:

- remember your information so that you will not have to re-enter it during your visit or the next time you access the website;
- monitor website usage metrics such as total number of visitors and pages accessed; and
- track your entries, submissions, and status in any promotions or other activities in connection with your usage of the website.

### **Consent to collection**

We will obtain your consent to collect personal information:

- in accordance with applicable law; and
- at the time you provide us with any registration information or optional information.

### **Disclosure**

**Sharing.** We may share your personal information with:

- An affiliate, in which case we will seek to require the affiliates to honour this privacy policy;
- Banking partners as required by credit card association rules for inclusion on their list of terminated merchants (in the event that you utilise the services to receive payments and you meet their criteria).

**Regulators.** If you contact us regarding your experience with using any of our products, we may disclose your personal information as required by law or governmental audit.

**Law enforcement.** We may disclose personal information if required:

- by a subpoena or court order;
- to comply with any law;
- to protect the safety of any individual or the general public; and
- to prevent violation of our service terms.

**No selling.** We will not sell personal information. No personal information will be disclosed to anyone except as provided in this privacy policy.

**Marketing purposes.** We may disclose aggregate statistics (information about the customer population in general terms) about the personal information to advertisers or business partners.

**Employees.** We may need to disclose personal information to our employees that require the personal information to do their jobs.

**Change of ownership.** If we undergo a change in ownership, or a merger with, acquisition by, or sale of assets to, another entity, we may assign our rights to the personal information we process to a successor, purchaser, or separate entity. We will disclose the transfer on the website. If you are concerned about your personal information migrating to a new owner, you may request us to delete your personal information.

## **Security of personal information**

Our hosting company will host our website in a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. We authorize access to personal information only for those employees who require it to fulfil their job responsibilities.

## **Accurate and up to date**

We will try to keep the personal information we collect as accurate, complete and up to date as is necessary for the purposes explicitly defined in this policy. From time to time we will request you to update your personal information on the website. You are able to review or update any personal information that we hold on you by accessing your account online, by emailing us, or by phoning us. Please note that in order to better protect you and safeguard your personal information, we take steps to verify your identity before granting you access to your account or making any corrections to your personal information.

## **Retention of personal information**

We will only retain your personal information for as long as it is necessary to fulfil the purposes explicitly set out in this policy, unless:

- retention of the record is required or authorised by law; or
- you have consented to the retention of the record.

During the period of retention, we will continue to abide by our non disclosure obligations and will not share or sell your personal information.

## **Transfer of personal information outside South Africa**

We will not transfer any personal information across a country border without your prior written consent.

## **Updating or removing**

You may choose to correct or update the personal information you have submitted to us, emailing us on [info@knysnaribadventures.co.za](mailto:info@knysnaribadventures.co.za)

## **Limitation**

We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third party websites.

## **Enquiries**

If you have any questions or concerns arising from this privacy policy or the way in which we handle personal information, please contact us.

