

# **BALULENI SAFARI LODGE (PTY) LTD (“Baluleni”)**

## **Privacy policy**

Effective date: 01.09.2021

BALULENI SAFARI LODGE (PTY) LTD (“Baluleni”) is committed to protecting the privacy of personal information of our data subjects. The information you share with us as a data subject allows us to provide you with the best experience with our products and services, or as a stakeholder of Baluleni.

Baluleni has dedicated policies and procedures in place to protect all personal information collected and processed by us. Please read below for more information on how we collect, process, use and disclose personal information.

Registered address: Plot 13 Grietjie, Balule Nature Reserve, Phalaborwa, Limpopo, 1390

Information officer contact details: Heike Stock, info@baluleni.com

### **Collection of data**

We will endeavour only collect your personal data directly from you, as data subject.

Where information is not collected directly from you as a data subject, we will take reasonable steps to inform you of the fact that the information was collected and will be processed.

You must not send us personal information about someone else without first getting his or her consent for it to be used and disclosed in the ways set out in this terms and conditions. This is because we will assume he or she has consented although we may still ask for confirmation from them. Where you do give us information about someone else, or someone else discloses a connection with you, that information may be taken into account with your other personal information.

### **Guests:**

In order for us to provide you with the best service, we need to collect and process personal information from you as our guest. This information will consist of the following:

Baluleni will keep your personal information confidential at all times, however, you agree and consent that Baluleni may:

Communicate with you electronically in relation with the service being provided (email, fax, telephone or through any other relevant or secured electronic platform)

Disclose personal information to regulatory or government agencies in accordance with the relevant legislation or directive

Use personal information to market new or other products of the company which may be suitable or relevant to you

## Employees

In applying for a position at Baluleni you may provide us with personal information as part of the application process. We may also obtain personal information while performing the required background check, reference check and credit check if relevant.

Baluleni must process personal information of their employees for various legal and employment purposes.

## Individuals screened for COVID 19

The personal information collected is necessary to comply with the COVID 19 screening as required by the Disaster management Act and supplementary regulations and directives. This information will be kept confidential unless disclosure is required by law. E.g. should a positive case be identified. This information will be stored for a period of 30 days and thereafter be destroyed. If you do not provide the information as required, we can limit or refuse you access to the premises.

## **Consent**

Where the legal basis for us processing your personal information is consent as above, it will be included in the contract or agreement concluded with you. This consent may be withdrawn at any time, however this withdrawal of consent will not make processing we undertook before your withdrawal unlawful. You will not suffer any detriment for withdrawing your consent.

You may withdraw your consent by contacting our information officer, whose details are provided at the beginning of the privacy policy.

Where the legal basis for processing is for the proper performance of the contract, and you fail to provide us with the information or request us to stop processing this information, it may create limitations on our performance of the contract or agreement.

## **Sharing information**

In processing your personal information, we may share it with third party processors under an operator's agreement. These include but are not limited to booking and payment processors, email management and distribution tools, data storage providers and server hosts.

As an operator, these service providers will not be able to process or use your data for any reason other than to provide the service as required by us. They also need to implement proper safeguards to ensure the personal information is secured at all times.

## **Information transfers**

We may transfer to, and store personal information we collect about you, in countries other than South Africa. These countries may not have the same data protection laws as South Africa, and in this instance, we will only transfer the information if we have consent from you, or it is necessary for the performance or conclusion of a contract between us. We do not have any planned transborder transfers of information.

## **Retention**

Baluleni is required to comply with various different legislative retention periods, which leads to different retention requirements. As such we have opted for the longest retention period required from us for legal

purposes and apply this to all our data. Your personal information will be kept for a period of 7 years in order for us to comply with all legal requirements.

### Your legal rights

You have the following rights under the Protection of Personal Information Act:

- Request access to your personal information
- Request a correction or deletion of personal information
- Object to the processing of personal information
- Lodge a complaint to the Information Regulator

If you want to exercise any of the rights described above, or are dissatisfied with the way we have used your personal information, please contact the information officer.

### Changes to this policy

This policy may change from time to time. The latest effective date will be highlighted at the start of the privacy policy.