



Talení Africa Tourism Holdings (Pty) Ltd. | Co Reg : 88/059

P.O.Box 6900, Ausspannplatz, NAMIBIA, 12001

TALENI AFRICA CENTRAL RESERVATIONS

Shop G29, Willowbridge Lifestyle Centre,
39 Carl Cronje Drive, Tygervalley – CAPE TOWN

Tel: +27 21 930 4564 | Fax: +27 21 914 9930

reservations@taleni-africa.com

TALENI AFRICA PRIVACY NOTICE

A. Introduction

Please note that the terms and conditions and various policies on this page pertain to all of Taleni Africa's websites: taleni-africa.com, sossusvleiilodge.com, desertcamp.com, desertquivercamp.com, sossus-oasis.com, hotelzumkaiser.com, etosha-village.com and etosha-tradingpost.com

This notice, together with our booking terms and conditions, sets out the basis on how we obtain, use and disclose any personal information. This is in accordance with the requirements of the Protection of Personal Information Act ("POPIA") and where applicable, the EU General Data Protection Regulation ("GDPR").

All references to "Talení Africa", "we", "our", or "us" refers to Taleni Africa Tourism Holdings (Proprietary) Limited, a limited liability private company incorporated in accordance with the laws of the Republic of Namibia with the registration number 88/059 and address PO Box 6900, Ausspannplatz, Namibia, 10017 AND Taleni Management Services (Proprietary) Limited, a limited liability private company incorporated in accordance with the laws of the Republic of South Africa, with the registration number 1941/014768/07, with our registered office's address at Shop G29, Willowbridge Lifestyle Centre, 39 Carl Cronje Drive, Tygervalley, Bellville, 7530.

Talení Africa operates in the Travel and Tourism industry providing accommodation and related services within Namibia.

At Taleni Africa we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

Talení Africa may revise this policy at any time without prior notice. By accessing and using this website, you are agreeing to be bound by the then current version of these terms of service.



DIRECTORS : C. Du Toit, K.H. Oosthuizen, A. Theunissen, H.J.S. Stone

www.taleni-africa.com

B. Data Privacy Policy

This Data Privacy Policy explains our views and practices regarding the collection, processing, use, disclosure and transfer of your information by us. By using, visiting, or browsing our website (use of our website including, amongst others, accessing our website and/or submitting enquiries through our website), you accept and agree to this Data Privacy Policy, the website terms and conditions, our booking policy, cookie policy and any other document referred to therein.

B.1. INFORMATION WE MAY COLLECT FROM YOU

When you use this website, we may collect certain information that is not personal information such as your operating system, browser type, location, device and internet service provider. This type of information does not identify you personally and we may collect, process, use, disclose and transfer non-personal information for any purpose. For more information on this, see our cookie policy.

When you contact us we may collect personal information that you provide us. For the purpose of this privacy policy, the term “personal information” means, *inter alia*, information relating to an identifiable, living, natural juristic person that can be used to uniquely identify or contact you. Further to the POPI act, Taleni Africa also includes all addresses, including residential, postal and email addresses and change of name for which we require copies of the marriage certificate or official change of name document issued by the state department.

You can choose not to provide personal information that we may request of you, but, in general, most of the personal information we request is required in order to provide our services fully, and the lack of such personal information may prevent us from doing so.

We may collect and process the following personal information about you:

B.1.1. information that you provide by completing forms on our website, including any online enquiries, entering promotions or any subscriptions;

B.1.2. we may keep a record of correspondence if you contact us;

B.1.3. details of transactions you carry out through our website and third party websites in order to fulfil any contract you enter into with us;

B.1.4. we may use a third-party payment processing company for any financial transactions, which may, in some instances, store your information, including the personal information you submit to such third parties;

B.1.5. where you provide us with personal information relating to a third-party data subject (for example other guests and/or family members including children), you warrant that you have obtained all necessary consents

from such data subject, including the data subject's consent for you to share such personal information with Taleni Africa to process on their behalf. We will protect, store and process this personal information in the same manner and with an equal level of security as personal information about you;

B.1.6. information obtained from surveys that we may ask you to voluntarily complete from time to time, which we use for research and forecasting purposes;

B.1.7. information posted by you according to reviews of our website and the services on third party websites and social media; and

B.1.8. any other information that may be necessary:

B.1.8.1. to carry out actions for the conclusion or performance of a contract to which you are a party;

B.1.8.2. to comply with an obligation imposed on us by law;

B.1.8.3. to protect your legitimate interest;

B.1.8.4. to pursue a legitimate interest of ours or of a third party to whom the information is supplied.

B.2. WHERE WE STORE YOUR PERSONAL INFORMATION

The information that we collect from you may be transferred to, and stored at, a destination outside of the jurisdiction where it was collected. In the event such transfer includes a transfer of personal data from the European Union to a country which has not been designated as a country with an adequate level of protection by the European Commission, we will take such measures as may be necessary to transfer the personal data in a lawful manner.

It may also be processed by staff members operating outside of the jurisdiction where it was collected who work for us or for one of our service providers (including but not limited to payment processors, cloud service or other IT providers, and other companies that provide services to us). Such staff members may be engaged in, among other things, the provision of the service or the provision of maintenance and support services. By submitting your personal information, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with this Data Privacy Policy and in accordance with the terms of the POPI Act, as amended from time to time.

B.3. SECURITY

B.3.1. We take information security seriously and use reasonable and adequate administrative, technical, physical and managerial measures to protect your personal information from unauthorised access. We utilise an industry-standard protocol for certain of your transmissions to us, in order to encrypt certain personal information that you send to us through the enquiry process.

B.3.2. We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

B.3.3. Our security policies and procedures cover physical security; computer and network security; access to personal information; secure communications; security in contracting out activities or functions; retention and disposal of information; acceptable usage of personal information; governance and regulatory issues; monitoring access and usage of private information; investigating and reacting to security incidents.

B.3.4. When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

B.3.5. We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

B.3.6. We will not be liable for any access to your personal information that is obtained by any third party through your failing to adequately restrict access to your device.

B.4. USES MADE OF THE INFORMATION

B.4.1. We may use information and personal information held about you and other users for the following purposes:

B.4.1.1 to ensure that content on our website and the services is presented in the most effective manner for you, and for your computer or other device;

B.4.1.2. to communicate with you, including in respect of any enquiry or booking request you may submit to us;

B.4.1.3. to verify and keep a record of your identity, details, previous correspondence and bookings with us;

B.4.1.4. to conduct payments and transactions where applicable;

B.4.1.5. for the detection and prevention of fraud, crime, money laundering or other malpractice;

B.4.1.6. to provide you, or allow our service providers to provide you, with information, products or services that you request from us or which we feel may interest you (such as newsletters, special offers and other marketing concerning our site and the services we provide), where you have expressly consented to be contacted for such purposes;

B.4.1.7. to carry out our obligations arising from any contracts entered into between you and us, if any, including the website terms and conditions;

B.4.1.8. to enforce agreements, including booking terms and conditions between us;

B.4.1.9. to notify you of amounts payable for security, administrative or legal purposes, and/or for helping us in any future dealings with you;

B.4.1.10. to provide customer services;

B.4.1.11. to assist you with technical difficulties; and

B.4.1.10. to conduct market or customer satisfaction research or for statistical analysis.

B.4.2. The processing of personal data for the purposes specified above will be conducted on a legal basis. These legal bases are, amongst others: consent, necessity for the performance of a contract or a legitimate interest.

B.4.3. We may use other companies, agents or contractors to perform services on our behalf or to assist us with the provision of access to our site and the services to you.

B.5. DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information to a third party if we reasonably believe that access, use, preservation or disclosure of such information is reasonably necessary to:

B.5.1. deliver products or services to you;

B.5.2. satisfy any applicable law, regulation, legal process, or governmental request;

B.5.3. enforce applicable terms of use, including investigation of potential violations thereof;

B.5.4. detect, prevent, or otherwise address illegal or suspected illegal activities, security or technical issues; or

B.5.5. protect against harm to the rights, property or safety of us, our users or the public as required or permitted by law.

This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

In connection with any reorganisation, restructuring, merger or sale, or other transferring of assets we reserve the right to transfer information, including personal information, provided that the receiving party agrees to respect your personal information in a manner that is consistent with our Data Privacy Policy.

B.6. YOUR RIGHTS

You have the right to ask us not to process your personal information for marketing purposes. We will usually inform you (before collecting your information) if we intend to use your information for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms on which we collect your information, by responding to the email(s) or by using the unsubscribe option on email(s) we send you in this regard. You can also exercise this right at a later time by contacting us at privacy@taleni-africa.com.

In the event the GDPR applies to your personal information, you have the following (additional) rights:

B.6.1. the right of access, this means you can make a request to obtain access to the personal data concerning you;

B.6.2. the right to rectification or correction of your personal data;

B.6.3. the right to erasure of the personal data concerning you;

B.6.4. the right to restrict processing;

B.6.5. the right to data portability, this means that you have the right to receive your personal data in a structured, commonly used and machine-readable format, and that you have the right to transmit those data to another controller;

B.6.6. the right to object to profiling;

B.6.7. the right to lodge a complaint with a supervisory authority;

B.6.8. the right to withdraw your consent.

The above stated rights can be exercised by submitting a request to: privacy@taleni-africa.com.

B.7. ACCESS TO INFORMATION

The POPI Act gives you the right to access personal information held about you. Your right of access can be exercised in the manner set out in section 25 of the POPI Act read with sections 18 and 53 of the Promotion of Access to Information Act 2 of 2000, by submitting an access request to our information officer at privacy@taleni-africa.com. Any access request may be subject to a fee for meeting our costs in providing you with details of the personal information we hold about you. We will need a copy of your ID document to confirm your identity before providing details of your personal information

If you have a question regarding our privacy practices, or want to exercise your rights regarding your personal information, please contact us at privacy@taleni-africa.com.

B.8. CORRECTION OF YOUR INFORMATION

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate.

B.9. CHANGES TO OUR DATA PRIVACY POLICY

We may, from time to time, make changes to this Data Privacy Policy. Any changes we may make to our Data Privacy Policy in the future will be posted on this page and shall be effective immediately. It is your responsibility to check this page on a regular basis to ensure that you are made aware of the terms of this Data Privacy Policy as updated from time to time.

In case of substantive adjustments to this Data Privacy Policy, a clear notification will follow, for example via a temporary banner or notice on our website or a notification via email.

C. **Cookie Policy**

At Taleni Africa, we want to ensure that your visit to our site is as smooth, reliable and useful to you as possible. To help us do this, we only use analytical cookies designed by Google. By continuing to use our site, you consent to our use of cookies.

These analytical cookies help us understand how you and other users are using our site and how we can improve our users' experiences. These cookies provide us with anonymous information to help us understand which parts

of our site interest our users, and if any errors are being experienced. We use these cookies to test different designs and features for our site and we also use them to help us monitor how our users reach our site.

If you have any questions on this Cookie Policy, please contact us on privacy@taleni-africa.com

D. Contact

Your personal information is controlled by us (address in the introduction of this document), and we provide you with access to our website and services.

Trust is important to us. If you have questions concerning this Data Privacy Policy, including the treatment of your personal information and/or our use of cookies and other technologies, please contact us via email at privacy@taleni-africa.com.

This Data Privacy Notice was last modified as of 17 June 2021.

The use of our site constitutes acceptance of the website terms and conditions.