

PRIVACY POLICY

This Privacy Policy explains how PLATTEKLOOF LODGE collect, control, process, and use information. **Plattekloof Lodge**, processes, and uses personal information about you as necessary to facilitate our correspondence with you as well as the sale of accommodation.

When we talk about the “Sites”, we mean our platforms, which include our website, as well as our communications that we send and services that we provide, social networking sites, and any other websites we offer that link to or reference this Privacy Policy.

Change

We routinely update this Privacy Policy to clarify our practices and to reflect new or different privacy practices, such as when we add new services, functionality, or features to the Site. If we make any material changes we will notify you, either by email (sent to the email address specified in your account), by means of notice on the Site or by using other methods. You can determine when this version of the Privacy Policy was adopted by us by referring to the “Effective Date” above.

1. Personal Data We Collect

We will collect the following personal data when you interact or book on this Site:

- Basic personal details (e.g. your first name and surname);
- Contact details (e.g. your physical telephone number, and email address). We may need some of this information, such as your email address to send you communication, and won't be able to carry out these services if you don't provide it;

Some information we collect is necessary for us to provide our services or meet our legal obligations.

2. Your Choices

You can manage the types of personal data you provide to us and can limit how we communicate with you.

- You can manage how your browser handles cookies. Privacy and security features and settings of the various browsers differ, so please refer to the instructions for your browser to learn how to best use cookie-related and other privacy and security settings that may be available. You may also manage how your mobile device and mobile browser share information, as well as how your mobile browser handles cookies by adjusting the privacy and security settings on your mobile device. Please refer to instructions provided by your mobile service provider and the manufacturer of your device to learn how to adjust your settings.
- **Objecting to uses of data.** In certain circumstances, you have the right to object to the use of your personal data. In particular, you can object to our use of personal data where we use such data to meet our own interests in running our business (as described under ‘How We Use Information’. If you object to our use of your data, we will assess the objection and cease processing that data upon confirmation of a valid request. For more information, see ‘Your Rights’ below;
- **Social networking.** You may also manage sharing certain personal data with us when you connect with us through social networking platforms or applications.

3. Your Rights

In accordance with applicable law, you may:

- (i) request access to any personal data we hold about you;
- (ii) request that it be updated, rectified, deleted or blocked;
- (iii) request that we delete personal data we hold about you;
- (iv) request that we restrict our processing of your personal data;
- (v) revoke your consent to the processing of your personal data, to the extent consent was required and provided by you.\

4. Security of Personal Data

We have implemented an information security program that contains administrative, technical and physical controls that are designed to safeguard your personal data, including industry-standard encryption technology. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, we cannot guarantee its absolute security.

5. Retention of Personal Data

We will retain your personal data for as long as 10 years. We will retain your personal data for this period to maintain a record of your transactions for financial reporting purposes or fraud prevention purposes until these purposes no longer exist, and to retain as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Privacy Practices of Third Parties

This Privacy Policy in relation to our Site addresses the collection, processing and use (including disclosure) of personal data only by us through your interactions with our Site. Other websites that may be accessible through links from the Site may have their own privacy policies and personal data collection, processing, use, and disclosure practices. We encourage you to familiarise yourself with the privacy policies provided by these other parties prior to providing them with information or taking advantage of a sponsored offer or promotion.

6. Contact Us

If you have any questions or comments about our privacy practices or this Privacy Policy, you can contact us at info@platteklooflodge.com. If you want to make use of any of the above rights, or other rights that you may have in relation to your personal data, please contact us.