



**INYATI**  
*Private Game Reserve*

**INYATI GAME LODGE**

**PRIVACY POLICY**

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## 1. **PURPOSE**

At Inyati, we strive to create incredible wildlife experiences. Obviously, the more we know about our customers, the better we can customize and improve their experience. We may ask you for personal information (some mandatory, some optional); in turn, we promise to protect this information and ensure that it remains confidential. We also promise never to sell your information to anyone.

## 2. **INFORMATION REQUIRED**

You may make a reservation by contacting our Travel Advisors, or by visiting our website. At that time, you may be asked to provide some basic information (such as your name, e-mail address, phone number and credit card number and expiration date) so that we can identify you, follow up with you and process your reservations. We may also require your gender and age for identification purposes, as well as your passport number. However, we may need more information than is required for a standard reservation, as we strive to offer an unparalleled level of customized service. Below is a description of some of the extra information we may require.

### 2.1 **Dietary Requirements**

We understand that many people prefer or are required to follow certain diets. We try to accommodate these choices and needs whenever possible. To accomplish this, your dietary preferences must be recorded in your booking.

### 2.2 **Physical and Health Details**

We need to obtain information about your age, gender, height and general health so that we can provide you with the appropriate

equipment and ensure your personal health and safety in a game viewing environment.

### 2.3 **Flight and Passport Information**

We request your flight and passport information in order to provide you with any necessary airport pick-up or drop-off services and/or to ensure that you will have adequate time to get to the airport for your departure flight.

### 2.4 **Personal Preferences**

We may record any special requests or preferences that are specified at the time of your booking. This information is passed on to your guide and game ranger and enables the guide and game ranger to meet and exceed all of your expectations. In addition, our staff and rangers may pass on information about special requests or preferences expressed by travellers while on vacation. We maintain a record of this information to ensure that on subsequent holidays, these personal preferences continue to be accommodated. We also keep a record of past bookings with us, which allows us to understand the type of activities you prefer, and to determine what information you might find interesting.

## 3. **INFORMATION USE**

3.1 **Legal Compliance:** We may have to process your personal information in order to meet our legal, compliance and regulatory obligations, for legal purposes.

3.2 **Personal information we collect and use for third parties:** We collect personal information from third parties who you have authorised to provide your personal information to us (for example, this may be your

travel agent or another person making a booking on your behalf, your travel companion, your travel coordinator, our promotion partners, social media and other digital websites). We also collect personal information from individuals who may have referred you to our products or services. We enquire from these individuals whether it would be acceptable to you for us to contact you.

3.3 **Personal information we collect and use when you are making payment:** We collect additional personal information depending on your payment method (such as credit card, bank transfer, cash). For example, for credit card payment we may collect the credit card holder name, address, card number, expiry date and CVC code.

3.4 **Brochures:** We use your address information and personal preference details to mail you select Inyati information and Special offers. When we mail you in this manner, we send your address to an external company that processes the mailing on our behalf. We use contractual and other means to protect your information while our agents are processing it.

3.5 **Research:** From time to time, Inyati may retain the assistance of external service organizations to help us understand our customers and any trends in our industry. We may disclose some of your personal information to those companies solely for conducting research and analysis on behalf of Inyati. We use contractual and other means to protect your information while our agents are processing it. We are always interested in how our customers first heard about Inyati, and we may ask you for information about how you discovered us, and what types of media you watch and read. We gather this information to enable us to understand which marketing and advertising tools are most effective for our business.

#### 4. **INYATI COLLECTS INFORMATION ABOUT VISITORS TO ITS WEBSITE?**

We constantly seek to improve our website and the online services we offer. As part of these efforts, we collect and analyse certain information about visitors to our website. This data includes (but is not limited to) domain and/or web browser information. We may also keep a record of which pages you visit on our site and how long you spend on each page.

We also use “cookies” on our site. Cookies are small pieces of information that our server places on a visitor’s hard drive to enable that person to use our site more easily. For example, we place a cookie on your computer when you visit a site. The next time you visit our site using the same computer, our server will recognise the cookie and your personal preferences. We may also use cookies to collect information about a browser who visits our site without signing in. Many web browsers are automatically set to accept cookies. You may change your browser settings to reject cookies or to notify you when a cookie is about to be placed on your computer. Please note, however, that if you reject cookies, certain parts of our website may not operate as efficiently as they would if cookies were enabled.

#### 5. **PROMISE**

At Inyati, we understand the importance of privacy. We treat our customers as part of our family and carefully protect all the information they have entrusted to us. The information we request from you will enable us to provide you with the highest level of personal service. We will not disclose any personal information to any external company or person, except as described above, without your informed consent, unless we are required by law to do so. With the growth of the electronic media, we recognize that it is necessary to take further steps to protect the privacy of our customers. We fully support and comply with all locally applicable privacy legislation, as well as the EU General Data Protection Regulation, so as to protect the privacy of our customers. Our role in protecting

an individual's privacy does not stop with these regulatory requirements. We maintain the security and confidentiality of the information disclosed by our customers according to the strictest standards. We are continually looking for additional ways to ensure that the personal information we hold is secure and used in a responsible and respectful manner. As such, we ensure that the personal information entrusted to us is secure and will not be used for purposes other than what we require to deliver the service our customers deserve and expect.

## 6. **RIGHT TO REVIEW INFORMATION**

Our customers are entitled to examine the information we keep regarding them, subject to any restrictions required by law, and may request rectification of inaccurate or incomplete information. If your personally identifiable information changes, or if you no longer wish us to possess your information, you can request correction, updating, or deletion of your information by emailing us at [res@inyati.co.za](mailto:res@inyati.co.za).

## 7. **COMPLAINTS**

If you feel that Inyati has not complied with this Privacy Policy or if you are otherwise concerned with Inyati's personal information practices, you may file a complaint by sending an email to [marketing@inyati.co.za](mailto:marketing@inyati.co.za). Complaints or requests for information shall be the object of an investigation or response within 30 business days. If the complaint is justified, Inyati will take the appropriate measures to address the complaint, including access to the requested information, by proceeding with rectification or, as the case may be, by amending its Policy and Practices.