

PRIVACY POLICY

1. INTRODUCTION

This Privacy Policy applies to all users of Maloba Private Game Reserve's website and services. Maloba Private Game Reserve is committed to safeguarding your personal information and ensuring that it is collected, processed, and used in compliance with the Protection of Personal Information Act (POPIA) of 2013 and the Promotion of Access to Information Act (PAIA) of 2000.

By using our website, booking our services, or engaging with us, you consent to the collection, processing, and disclosure of your personal data as set out in this Privacy Policy.

2. INFORMATION WE COLLECT

Maloba Private Game Reserve collects and processes personal information in a lawful and transparent manner. The types of data we collect include:

2.1. Personal Information Provided by You:

- Full name, contact details (phone number, email address), and physical address
- Identification details (passport number, ID number)
- Nationality, gender, and language preferences
- Payment and billing information
- Booking details, including special requests

2.2. Automatically Collected Information:

- IP address and geolocation data
- Browser type and device information
- Website usage patterns and click behavior

2.3. Special Categories of Data:

We do not intentionally collect or process biometric data or sensitive personal data such as health-related information unless required for specific services (e.g., dietary requirements, accessibility needs).

3. HOW WE USE YOUR INFORMATION

Your personal data is used for the following purposes:

- To process and manage bookings (reservations, payments, itinerary updates)
- To personalize your experience and provide tailored services
- To communicate with you regarding your stay, special offers, or policy changes
- To enhance our website functionality through analytics and usage tracking
- To comply with legal obligations and regulatory requirements

4. DATA SHARING AND DISCLOSURE

Maloba Private Game Reserve does not sell or rent your personal data. However, we may share your information with:

4.1. Service Providers & Affiliates:

- Payment processors, booking systems, and IT service providers
- Luxury travel partners (e.g., private jet charter services requested by the guest)

4.2. Legal and Regulatory Authorities:

- When required to comply with South African laws and legal processes
- To protect our business from fraud, disputes, or security threats

5. INTERNATIONAL DATA TRANSFERS

If you book from outside South Africa, your personal data may be transferred across borders. We ensure that any data transfer meets legal and security standards.

6. DATA RETENTION & SECURITY

We retain personal information for as long as legally required or as necessary to provide our services. We implement strict security measures to prevent unauthorized access, loss, or misuse of your data.

7. YOUR RIGHTS UNDER POPIA & PAIA

You have the right to:

- Request access to your personal data
- Update or correct inaccurate information
- Object to processing for direct marketing purposes
- Withdraw consent (subject to legal obligations)
- Request the deletion of your data where applicable

Requests regarding personal data should be submitted to our Data Protection Officer at info@malobagamereserve.com

8. COOKIES & TRACKING TECHNOLOGIES

Our website uses cookies to improve user experience. You can manage your cookie preferences through your browser settings. The types of cookies used include:

- Essential Cookies – Required for website functionality
- Analytical Cookies – Used to monitor website performance
- Marketing Cookies – Used for personalized advertising

9. POLICY UPDATES

Maloba Private Game Reserve reserves the right to update this policy periodically. Changes will be reflected on this page with an updated effective date.

10. CONTACT INFORMATION

For privacy-related inquiries or data requests, please contact:

- Email: info@malobagamereserve.com
- Phone: +27 84 511 2284
- Address: 19 Schmidtsdrift Road, Rhodesdene, Kimberley – 8301, South Africa