

African Travel Fundi - Privacy Policy

This Privacy Policy explains what personal data we collect, why we do so, and what your rights are. This information helps you get a better understanding of what we do with your data.

Initial enquiry, consultation, and communication

What data do we collect?

When you contact us or discuss a potential or planned trip with us, we may collect:

- name, surname, email address, and telephone number;
- age, nationality, and country of residence, where relevant;
- details of people travelling with you, your travel dates, and duration;
- destinations, interests, and travel preferences, and approximate travel budget;
- mobility or health information relevant to your travel plans; and
- information contained in emails, WhatsApp/text messages, video calls, or other communications.

Why do we use this data?

We use this information to respond to your enquiry, understand your requirements, and prepare a suitable travel proposal based on the following legal bases:

- To create a quote based on the request we received from you
- For the legitimate interest of the company to communicate with prospective clients and manage the business, insofar as your interests do not prevail; and
- To comply with the legal obligations of the company, such as bookkeeping

Health and mobility information

You may choose to provide relevant health, mobility, dietary or accessibility information that may affect your travel plans, which we will only process where a valid legal basis applies and with your explicit consent.

How long do we retain your data?

We will not store your data for longer than is logical or necessary. Should our collaboration not proceed after the initial enquiry, we will retain your enquiry and related information for no longer than 1 year. To the extent that data is required for tax administration purposes, this data will be retained for the standard period of 7 years.

With whom do we share this data?

Data may be processed by external service providers we use to communicate with you and operate our business, including our email, video communication, payment, and collection systems, such as Google/Gmail, WhatsApp, Microsoft Teams or Zoom, Wix, and other relevant IT or administrative providers.

Becoming a client, ongoing communication, and payments

What additional data do we collect?

Once you become a client of African Travel Fundi, we may process additional information necessary to provide and administer our service, including:

- agreed service details;
- proposals and itinerary documents;
- notes from consultations and correspondence;
- invoice and payment information, dates, and references; and
- changes or amendments to your itinerary.

Why do we use this data?

We use this information to provide, contract, and manage the agreed service, prepare your personalised itinerary, communicate with you, administer payment and meet our legal and tax obligations, as per the following legal bases:

- For the performance of the contract we have with you;
- To comply with the legal obligations of the company (such as filing tax returns); and
- For the legitimate interest of the company in creating and maintaining a client base.

How long do we retain your data?

Unless otherwise specified, personal and itinerary-related data will be retained for no longer 5 years after completion of our services. Data required for tax and accounting purposes will be retained for the standard period of 7 years.

With whom do we share this data?

Where necessary, client and payment information may be shared with:

- our bank or payment provider, where applicable;
- other service providers used to administer our business as mentioned above.

We do not share your information with other travel service providers simply because we have recommended their services. You make any subsequent bookings directly with them.

Complaints

What data do we collect?

If you submit a complaint, we may collect your name, contact details, details of the service concerned, the content of your complaint, relevant correspondence and information relating to its handling.

Why do we use this data?

We use this information to investigate and respond to your complaint.

The legal bases may include performance of a contract, legitimate interest in handling complaints and resolving disputes, and legal obligation where applicable.

How long do we keep this data?

Information relating to a complaint is retained for no longer than 3 years after the complaint has been handled. A longer period may apply where required by law or necessary because of a dispute or legal proceedings.

With whom do we share this data?

Where necessary, relevant information may be shared with our professional advisers, insurer, legal adviser or a relevant dispute resolution body.

Website and cookies

We may collect data through cookies and similar technologies to better understand how visitors use our website and improve our services and website functionality. Cookies are small text files placed on your device that help us analyse website usage and compile information about how visitors interact with our website. If you submit information through a website form, we also

process the information you provide.

How do we protect your data?

We take appropriate measures to protect your personal data against loss, misuse, unauthorised access, alteration or disclosure.

These measures include, where appropriate:

- password protection and access controls;
- limiting access to personal information;
- using secure devices and software;
- keeping systems up to date; and
- securely storing digital and physical documents.

Your privacy rights

When we use your personal data, you have the right to:

- **Access** – request access to the personal data we hold about you;
- **Correction** – ask us to correct inaccurate or incomplete information;
- **Deletion** – ask us to delete your personal data where there is a legal basis to do so;
- **Restriction** – ask us to restrict processing in certain circumstances;
- **Data portability** – request your personal data in a structured, commonly used and machine-readable format where this right applies;
- **Objection** – object to certain processing, including processing based on legitimate interests; and
- **Withdraw consent** – withdraw consent where we rely on consent as the legal basis.

How can you exercise your rights?

You can contact us via info@africantravelfundi.com. We may ask you to verify your identity before processing your request.

Questions or complaints

If you have a question, comment, or complaint about how we handle your personal data, please contact us first using the details below.

Changes to this Privacy Policy

We may update this Privacy Policy, without prior notice, when our services, website, data-processing practices or applicable privacy legislation change. The most recent version will always be available on our website.