

Privacy Policy for Rhino River Lodge

Introduction

At Rhino River Lodge, we prioritize the protection of your personal information. This policy outlines how we collect, use, and safeguard the personal data you provide to us or that we collect from you.

By using our website, making a booking, or utilizing our services, you agree to this Privacy Policy. This policy may be updated periodically, so please check back regularly for any changes. Continued use of our services after changes are made indicates acceptance of the revised policy.

If you have any questions about this policy or your data, please contact us using the details in the Contact Us section.

Who are we?

Rhino River Lodge is located in the Manyoni Private Game Reserve, South Africa. We offer luxury safari experiences and accommodation services.

The information we collect

Personal data refers to information that can uniquely identify or contact an individual. We collect and process personal data necessary for managing bookings and providing our services. This may include:

- Name
- Address
- Email address
- Phone number
- Credit card information
- ID or passport number
- Travel information
- Records of interactions with us

We retain personal data for as long as is reasonable to fulfill contractual obligations, comply with legal requirements, and for legitimate business purposes.

How do we collect your information?

We collect information directly from you when you:

- Communicate with us via phone, email, or our website.
- Make a booking through our website or via an online travel agency.
- Use our website, where we collect technical information such as IP address, browser type, and operating system.

How might we use your information?

We use your personal data to:

- Process bookings and manage accommodation services.
- Provide you with information, products, or services you request from us.
- Improve our services, conduct data analysis, and perform internal operations.
- Facilitate payment processing and guest communication on behalf of our clients.

How do we process your information?

We process your personal data to provide our services and manage bookings. Our clients (the accommodation provider) enter their information into our system and maintain their data.

Conditions for sharing your information

We do not share or sell your personal information. We may share your data only with:

- Affiliates, under conditions that they honor this privacy policy.
- Credit bureaus to report account information, as permitted by law.
- Legal authorities, if required by subpoena or court order, to comply with any law, or to protect the safety of individuals or the public.

Security of personal information

We take reasonable measures to secure your personal information from accidental loss and unauthorized access. These measures include firewalls, data encryption, and restricted access to personal data.

However, please be aware that no security measures are perfect. The safety of your information also depends on you. We cannot guarantee the security of information transmitted to our website, and any transmission is at your own risk.

Client responsibility advisory

We reserve the right to suspend a client connection if we suspect data protection policies are being violated.

Our subscriber policy

We communicate with our clients only to advise on changes, updates, or provide educational material. If you wish to stop receiving our correspondence, you can unsubscribe at any time.

Keeping data accurate and up to date

We strive to keep your personal information accurate and up to date. You can review or update your information by accessing your account online, emailing us, or calling us. We take steps to verify your identity before granting access or making corrections to your personal information.

Retention of personal information

We retain your personal information for as long as necessary to fulfill the purposes outlined in this policy or as required by law. Continued use of our website or services constitutes consent to retain records of your information.

Transfer of personal information outside South Africa

We may transfer personal information to servers located outside South Africa. By using our services, you consent to the processing of your information in a foreign country with potentially less stringent data protection laws.

Limitation

We are not responsible for the privacy policies or practices of any third-party websites linked to our site.

Contact Us

If you have any questions or concerns regarding this privacy policy or how we handle personal information, please contact us at:

Company Name: Rhino River Lodge

Company Tel: +27 (0) 123 456 7890

Company Address: Manyoni Private Game Reserve, South Africa

Company Email: info@rhinoriverlodge.co.za