

SAFARI SPECIALISTS PRIVACY POLICY

INTRODUCTION

Marcel Holdings T/A Safari Specialists are a Botswana based Travel Operator. We are fully licensed in Botswana with a Category C Tourism License, Company Registration Number CO2012/3737. A copy of our certification is available on request.

Safari Specialists design and co-ordinate safaris in Botswana and throughout Southern Africa. Our key strength is being based in Maun, the heart of the safari industry in Botswana, with the Okavango Delta at our doorstep. Our consultants offer a wealth of local knowledge as well as being able to offer on the ground support for guests travelling.

In view of the development of the GDPR (General Data Protection Regulation) and the changing times in our world, we have taken steps to develop a Privacy Policy to explain how and why we collect relevant guest information, where we store it and what we do with it.

HOW WE COLLECT YOUR DATA

When you call us, fill out a website form, email us, or book a safari with us, all the data relevant to your safari (or potential safari) is saved securely in our Guest Folders, Reservations System and - depending on your chosen contact method - our emails. Our computers and reservations system are password protected. We provide contact options via email, Live Chat, Facebook, Telephone, Skype, Whatsapp – you select your preferred mode of communication in the consultation process, however we do need to put all quotes and pricing in writing. Once you have booked and entered into a contract with us, payment methods require further information, depending on how you pay – see further notes below. We also provide the option of accessing your trip information through our online log in to Doc Monster. Every outsourced online service provider (Live Chat, Skype, Facebook, Doc Monster, Paygate VCS) has their own privacy policy that we give you access to.

DATA WE COLLECT

Personal data collected by email, or through a booking portal (like Safari Bookings) will usually include your name, email, general request and any other information you choose to divulge to us at this stage relevant to your safari planning. When you book a safari, more detailed data such as your address, date of birth, passport details (optional), weight, dietary and medical details relevant to your travel, insurance and emergency/next of kin contact details and special interests. This is in the interests of providing you with the best service and most suitable safari to suit you as an individual traveler. Additionally we may request your feedback after the safari and invite you to engage in social media platforms to share your experiences with other guests.

WHY WE NEED YOUR DATA

Your personal data is required to provide you with our service which is matching up the right safari to the right people.

- We need your name and email to communicate with you about safari planning
- We need your personal details to tailor that safari specifically to your preferences and needs
- We need your personal details to pass onto the relevant operators (accommodation, flights and activities) to ensure they look after you whilst travelling
- We also like to ask you for feedback after your safari
- We also like to keep you updated with our news via a database mail out that you are given the choice to join (or opt out) at any stage

This information is never used in any way not relevant and directly pertaining to your safari. It is not sold or rented out for any market research or advertising to third parties.

INFORMATION FOR MARKETING PURPOSES

If you give us consent, we will use your name and email address for marketing purposes via our digital mail out, we restrict these to maximum 6 mail outs per year. Additionally you are invited to share your experiences on social media platforms to share your experiences with other guests.

WHO CAN ACCESS YOUR DATA AND HOW LONG WE KEEP IT

Selected employees of Safari Specialists have access to your data in order to facilitate your safari booking and provide the service you have contacted us to provide. All electronic files and folders are held in a secure, password protected environment. We hold this data until the end of the 3rd year after your travel with us.

Any printed files are destroyed at the end of year in which you travel.

The exception to these limitations are the secure storage of relevant accounts related documentation which is required by law to be held for 6 years.

We will never sell or rent your data to third parties, only sharing information when it is required to fulfil our obligation to you.

We do pass on your personal data to relevant parties once you have confirmed a safari. These parties include all service providers that make up your safari (accommodation, transport companies, Okavango Air Rescue and more depending on what you choose to book). Your consent is provided for us to pass on these details upon receipt of the signed booking form and deposit payment.

We have made every effort to ensure your data is secure and have all third parties/suppliers build into their contractual agreements for 2019 onwards to adhere to the GDPR guidelines.

PAYMENT DATA

We give you a selection of payment options for your safari.

1. Wire Transfer – here we only see your name, reference you provide and selected details (not your account number) passed on by your bank to our bank in order to identify your payment. We receive electronically and the bank statements are stored in a secure, password protected folder accessed by your consultant, Management and the Accounts Office only.
2. Credit Card payments through Paygate Virtual Card Services - details we include on your invoice are your name, email address, booking reference, booking details and amount due for payment. We do not see your card details during this process or store them. [Paygate Security Policy](#)
3. Payments through Exchange4Free - details we include on your invoice are your name, email address, booking reference, booking details and amount due for payment. We do not see your bank or card details during this process or store them. [Exchange4Free Privacy and Security Policy](#)
4. Credit Card payments through manual processing – this is a last resort option when other payment procedures have not worked or for very last minute transactions, set up at your request and for your convenience. Additionally it may be set up should we assist with a 3rd party arrangement as a service and it at your request only. You are required by our financial institution regulations to fill out a form with details (card number, card type, name as per card, expiry date and CVV number) as well as a photocopy of the front and back of the card. This information is kept for 6 months after date of transaction in a secure digital folder. Should it need to be physically collected (in paper), we keep it for the required 6 months in a locked storage cupboard accessed by Management only.

FEEDBACK AND SOCIAL MEDIA

We post feedback and images to our website and Facebook/Instagram/Twitter social media platforms periodically. There is no way of identifying you from the data we publish on testimonials on the website as we publish only an excerpt from your comments; it is not possible to identify a person from these testimonials. We ask your permission before posting any images sent to us by yourself and give credit as requested – you may choose to be anonymous or to have your identity shared to take credit for the images provided.

YOUR RIGHTS

You have the right to request that we cease storing or using your data if:

- a) You do not book your safari with us
- b) You have already travelled (with the exception of legally held accounts related documentation in accordance with the regulations of Botswana Financial Institutions)
- c) If you feel that the data we hold is inaccurate or irrelevant to your travel plans
- d) If you would not like to be on our database for future marketing or statistical purposes

To request how we store your information and the relevant protective measures taken to safeguard your personal data.

QUESTIONS?

Please note that our Privacy Policy has been written in layman's terms, rather than legalese. For further information refer to our [policy summary](#)

Should you wish to have further clarification or to discuss anything pertaining to your data and our policy, please contact the Managing Director Erica Wilson.

By email: erica@safarispecialists.net

In writing: Safari Specialists, PO Box 754, Maun, Botswana