

Privacy Policy for Outeniqua Inn

At Outeniqua Inn, we are committed to protecting the privacy of our guests and visitors in accordance with the Protection of Personal Information Act (POPIA). This privacy policy outlines how we collect, use, disclose, and protect your personal information when you use our services or visit our guest house.

Information We Collect

We may collect personal information directly from you or from third parties in order to provide our services effectively. The types of personal information we collect may include:

- Contact information (such as name, address, email address, phone number)
- Booking details (including dates of stay, room preferences, special requests)
- Payment information (credit card details for reservation and payment purposes)
- Identification documents (where required by law for check-in purposes)
- Guest preferences and special requirements

How We Use Your Information

We use the personal information we collect for various purposes, including:

- Processing and managing bookings and reservations
- Communicating with guests regarding their stay, inquiries, and special requests
- Providing personalized services based on guest preferences
- Processing payments and invoices
- Complying with legal and regulatory requirements
- Improving our services and guest experience

Disclosure of Personal Information

We may share your personal information with third parties under certain circumstances, including:

- Service providers and partners involved in facilitating your stay (e.g., payment processors, reservation systems, housekeeping services)
- Legal or regulatory authorities when required by law or to protect our rights and property
- Other parties with your consent or at your direction

Data Security

We take appropriate measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. This includes implementing physical, electronic, and managerial procedures to safeguard and secure the information we collect.

Your Rights

Under POPIA, you have certain rights regarding your personal information, including the right to:

- Access and request a copy of your personal information held by us
- Request correction of any incomplete or inaccurate information
- Object to the processing of your personal information under certain circumstances
- Withdraw consent to processing where applicable

Contact Us

If you have any questions, concerns, or requests regarding our privacy practices or your personal information, please contact us at:

Email: admin@outeniquainn.com

Email: bookings@outeniquainn.com

We may update this privacy policy from time to time to reflect changes in our practices or legal requirements. We encourage you to review this policy periodically for any updates.

This privacy policy is effective as of 24 April 2024.