

# TRANQUIL GUEST HOUSE

## TABLE OF CONTENTS

|   |   |
|---|---|
| 1. INTRODUCTION .....   | 2 |
| 2. PERSONAL INFORMATION WE COLLECT .....  | 2 |
| 3. USE OF PERSONAL INFORMATION.....   | 3 |
| 4. PARTIES TO WHOM WE DISCLOSE INFORMATION.....                                     | 3 |
| 5. TRANS-BORDER.....  | 4 |
| 6. MARKETING .....  | 4 |
| 7. PROTECTING THE CONFIDENTIALITY AND SECURITY OF YOUR PERSONAL<br>INFORMATION..... | 4 |
| 8. THE CLIENT'S LEGAL RIGHTS IN RELATION TO PERSONAL DATA.....                      | 5 |
| 9. LINKS ON OUR WEBSITE .....   | 6 |
| 10. RETENTION OF INFORMATION .....  | 6 |
| 11. OUR PROMISE.....  | 6 |
| 12. CONTACT US.....   | 6 |
| 13. CHANGES TO THIS PRIVACY POLICY .....  | 6 |

## **1. INTRODUCTION**

Tranquil Guest Houset highly value our clients trust and confidence in us and want to assure our clients that their personal information is kept completely confidential by us. We adhere to the highest level of responsibility and obligations to protect the confidentiality of our clients information.

Where we refer to “personal information”, it means “personal information” as defined in the Protection of Personal Information Act, 4 of 2013 (“POPI”), and “personal data” as per the General Data Protection Regulation 2016/679 (“the GDPR”). Personal information includes any information about a person that can be used to identify a person directly or indirectly.

This privacy policy describes why and how we collect and use personal data and provides information about individuals’ rights in relation to personal data. It applies to personal data provided to us, both by clients themselves or by third parties authorised by our clients to do so on their behalf. We may use personal data provided to us for any of the purposes described in this privacy policy or as otherwise stated at the point of collection.

This Privacy Policy further summarises what information we collect, the limited times when we may share it with others, and how we protect our client’s privacy.

## **2. PERSONAL INFORMATION WE COLLECT**

We collect, amongst others, the following personal information:

- personal details, such as your name, email address or telephone number;
- billing information, such as relevant payment information and VAT registration number; and
- legally required information to facilitate accommodation bookings.

In order to meet our clients’ needs in the course of booking accommodation we collect various types of personal information about our clients from the following sources:

- Information provided in person, via telephone conversations, e-mail or online inquiries. Such information may include, for instance names, address, birth date, contact information, banking details and or travel schedules.
- Information about our clients’ transactions with us, our affiliates, or others. Such information may include, for instance names, address, birth date, contact information, banking details and or travel schedules.
- Information we receive from our clients, or send to our clients, at the client’s request if contacted online. We will retain the information provided to us to deliver email messages to our clients. We may retain the content of the client’s email messages, email address, and our subsequent response to the client.

### **3. USE OF PERSONAL INFORMATION**

We may use client's personal information for any legitimate business purposes relating to our services and/or business activities. Some of the purposes for which we use our clients personal information include:

- responding to client's queries posted on our website or emailed to us;
- Verifying their identity (as required by law);
- providing the client with our services;
- referring the client to other service providers with the clients' consent;
- improving our website and services by analysing certain information collected, including cookies and other related information;
- disclosing client's information for the purpose of our online reviews;
- complying with our regulatory or other obligations.

### **4. PARTIES TO WHOM WE DISCLOSE INFORMATION**

We may share personal information with our affiliates, travel agents and or websites through whom we advertise our services to assist in the accommodation booking process, recovery of payments, posting of reviews and or reporting. Where required for our business operations, we may share your personal information with our service providers. We only share information with service providers after we enter into an agreement with the service provider to regulate the way in which the personal information will be secured. We do not share personal information with unaffiliated third parties without our clients' express consent, except as permitted by law and as described below.

We will only share your personal information for purposes of providing services to you or any other legitimate business purpose relating to our business activities, including but not limited to, the protection of our and your rights, complaints, marketing, or enforcing any agreement between us.

Where the law requires us to do so, we may also share your personal information with third party service providers, agents, contractors, employees, law enforcement agencies or business affiliates. We will only share your personal information in these instances where it is necessary for us to do so and only to the extent that your personal information is needed for such third parties to perform their services or obligations.

We may disclose personal information under the following circumstances:

- with professional advisers, for example, law firms, as necessary to establish, exercise or defend our legal rights and obtain advice in connection with the running of our business. Personal data may be shared with these advisers as necessary in connection with the services they have been engaged to provide;
- when explicitly requested by you;
- when required to deliver publications or reference materials requested by you;
- when required to facilitate conferences or events hosted by a third party;
- to law enforcement, regulatory and other government agencies and to professional bodies, as required by and/or in accordance with applicable law or regulation.

## **5. TRANS-BORDER**

Client information may be transferred cross border for legitimate business purposes, such as for cloud storage and for billing practices. All information transfers will comply with the applicable laws.

## **6. MARKETING**

When you become a client, you will be added to our mailing list. We use this mailing list to send you important information about our business, the services we offer, legal developments, news and event invitations. You can also add yourself to our mailing list on our website.

You can unsubscribe from our mailing list at any time which will result in us no longer sending marketing information to you. We include a link in every marketing communication allowing you to unsubscribe from marketing communication and you can email us to ask us to remove you from our mailing list.

If you unsubscribe from our mailing list, we may still contact you in other instances, such as in the course of providing you with services or to collect outstanding payments. In these instances.

## **7. PROTECTING THE CONFIDENTIALITY AND SECURITY OF YOUR PERSONAL INFORMATION**

Keeping your information confidential and secure is of utmost importance to us. We maintain physical, electronic, and procedural safeguards to guard your personal information. In doing so, we restrict access to your personal information to those employees who need to know that information to provide services to you and to the support service companies. Those companies are, in turn, legally and contractually bound to maintain the privacy of any information shared with them. Our employees are bound by internal confidentiality policies and are subject to disciplinary action for any policy violations.

We have implemented generally accepted standards of technology and operational security in order to protect personal information from loss, misuse, alteration or destruction. Only authorised persons are provided access to personal information; such individuals have agreed to maintain the confidentiality of this information.

Although we use appropriate security measures once we have received your personal data, the transmission of data over the internet (including by e-mail) is never completely secure. We endeavour to protect personal data, but we cannot guarantee the security of data transmitted to or by us.

Should your status become inactive or should our relationship end, we will continue to protect the confidentiality and security of your personal information in accordance with this privacy policy.

## 8. THE CLIENT'S LEGAL RIGHTS IN RELATION TO PERSONAL DATA

The client may have a legal right to:

- Obtain confirmation as to whether we process personal data about you, receive a copy of your personal data and obtain certain other information about how and why we process your personal data.
- The right to request for your personal data to be amended or rectified where it is inaccurate and to have incomplete personal data completed.
- The right to have your personal data deleted in the following cases:
  - the personal data is no longer necessary in relation to the purposes for which they were collected and processed;
  - our legal basis for processing your personal information is based upon your consent given to us, once your consent has been withdrawn there will no longer be a legal basis for us to process same subject to any other legislation to the contrary;
  - Should you object to the processing of your personal information;
  - Your objection to the processing for direct marketing purposes;
  - your personal data has been unlawfully processed; or
  - your personal data must be erased to comply with a legal obligation to which we are subject.
- The right to restrict personal data processing in the following cases:
  - for a period enabling us to verify the accuracy of personal data where you contested the accuracy of the personal data;
  - your personal data have been unlawfully processed and you request restriction of processing instead of deletion;
  - your personal data are no longer necessary in relation to the purposes for which they were collected and processed but the personal data is required by you to establish, exercise or defend legal claims; or
  - for a period enabling us to verify whether the legitimate grounds relied on by us override your interests where you have objected to processing based on it being necessary for the pursuit of a legitimate interest identified by us.
- The right to object to the processing of your personal data in the following cases:
  - our legal ground for processing is that the processing is necessary for a legitimate interest pursued by us or a third party; or
  - our processing is for direct marketing purposes.
- The right to data portability
  - The right to receive your personal data provided by you to us and the right to send the data to another organisation (or ask us to do so if technically feasible) where our lawful basis for processing the personal data is consent or necessity for the performance of our contract with you and the processing is carried out by automated means.
- The right to withdraw consent
  - Where we process personal data based on consent, individuals have a right to withdraw consent at any time. We do not generally process personal data based on consent (as we can usually rely on another legal basis).

## **9. LINKS ON OUR WEBSITE**

We may include links to other third party websites which do not fall under our supervision. We cannot accept any responsibility for your privacy or the content of these websites, but we display these links to make it easier for you to find information about specific subjects.

## **10. RETENTION OF INFORMATION**

We retain personal information in accordance with the required retention periods in law or for legitimate business purposes. We may keep personal information indefinitely in a de-identified format for statistical purposes. This privacy policy also applies when we retain your personal information.

## **11. OUR PROMISE**

Our ethical obligations and responsibilities demand the highest regard and duty toward the confidentiality of your personal information and security of your privacy. We will report any security breach to the Information Regulator and to the individuals or companies involved. We will protect your personal information, use it appropriately, and accomplish our engagements with you in such manner as to always maintain your trust and confidence.

## **12. CONTACT US**

Please submit a request to exercise a legal right in relation to your personal data, or an enquiry if you have a question or complaint about the handling of your personal data.

Contact details:

**POPI officer: CJ Roeloffse**

**Tranquil House Bed & Breakfast**

Physical Address: 121 Berry Street  
Queenstown  
5320  
Telephone Number: 045 838 5651  
Email Address: [thqbb1@gmail.com](mailto:thqbb1@gmail.com)

## **13. CHANGES TO THIS PRIVACY POLICY**

We may update this privacy policy at any time. When we make changes to this privacy policy, we will amend the revision. The new modified or amended privacy policy will apply from that revision date. Therefore, we encourage you to review this privacy policy periodically to be informed about how we are protecting your information.

This privacy policy was last updated on **30 June 2021**.