

PRIVACY POLICY

All information obtained through the Amakaya Backpackers & Apartments website is treated as confidential. We request Information from you to fulfil our reservation services, to make your visit more productive and to provide you with a better service.

Our Privacy policy explains some of the questions you may have in this regard:

1. What personal information do we gather and how is this information used?

You are not required to provide us with any personal information until you choose to make an accommodation enquiry or booking. The information we gather from our guests helps us continually improve our service to you. The types of information we gather include:

- **Information you give us**

We store any information you enter on our website or give us in any other way in our online booking system. The majority of this information is required for us to fulfil your accommodation enquiries, bookings and in communications with you. You can choose not to provide us with additional information.

- **Information from other sources**

We may receive information about you from other affiliated entities and add it to our account information. For example these might include credit card agencies, or booking portals which help us to fulfil current and future reservations and prevent fraud.

2. With whom does Amakaya share the information it receives?

Information about our customers is an important part of our business, and we are not in the business of selling it to other companies. We will share customer information only as described below and with members of our own group, which share similar privacy policies.

- **Business restructuring**

We may need to restructure our business operations by selling one or more of our businesses, or part of a business. In such transactions, we may transfer your personal Information to a third party as a part of such merger, acquisition, reorganization, or sale.

- **As required by laws and regulations**

We may disclose account or other personal Information to third parties when we believe it is necessary to enforce or comply with relevant laws, orders or regulations, our terms and conditions, our rights, contractual agreements, property and safety of our staff or users and in protection against fraudulent activities on our website.

- **With Your Consent**

Other than as set out above, we will not sell, rent or trade your personal information to third parties for marketing purposes without your consent and you will have an opportunity to choose not to share your information.

3. What does Amakaya do to protect the information it receives?

Your credit card information is only transacted on a secure server through our service provider, Nightsbridge. This secure server is protected using Secure Socket Layer (SSL). SSL is the globally accepted standard technology used to encrypt your information during transmission. Credit card details are not stored on our website.

4. What about links to third party websites?

Some pages on our website include functionality from, and links to, third party websites such as Google Maps, FaceBook and Twitter. These websites are governed by their own privacy statements, and we are not responsible for their operations, including but not limited to their processing of personal information. We advise you to review their privacy statements before providing them with your personal information.

5. How does Amakaya communicate with me?

We use the information you give us to reserve accommodation services. This will necessitate our communicating with you in this regard. Our preferred means of communication with you is via email, using the email address you have provided us with. Alternatively, should the need arise, such as for last minute bookings, we will contact you telephonically, using the telephone number you have provided us with. We may further communicate with you in general, to respond to your queries, to notify you about special offers that may be of interest to you, to customize your experience of our website, assist you, resolve disputes and other communications in the normal course of operating our website. Newsletters and special offerings make it easy for you to take advantage of special opportunities on our website. We hope you will find these emails interesting and informative. You will have the opportunity to choose not to receive these emails in any such email we send. We only want to communicate with you if you want to hear from us.

Revisions to this privacy policy

If you have any questions about this privacy statement or the practices of our website, please contact us and we will try to resolve them. Please note that we may review our Privacy Policy from time to time, and we may make periodic changes to this policy.

Thank you for reading our Privacy Notice.