

# PRIVACY POLICY

## Veld & Villa (Pty) Ltd

Trading as Nkala Bush Lodge 6 and Mangawana Bush Lodge 7

Website: [www.veldandvilla.co.za](http://www.veldandvilla.co.za)

Republic of South Africa

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## 1. Introduction

Veld & Villa (Pty) Ltd (“we”, “us”, “our”) respects your privacy and is committed to protecting your personal information in accordance with the Protection of Personal Information Act 4 of 2013 (“POPIA”).

This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit [www.veldandvilla.co.za](http://www.veldandvilla.co.za) (“the Website”) or make a booking.

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## 2. Responsible Party

The Responsible Party for purposes of POPIA is:

### Veld & Villa (Pty) Ltd

Trading as Nkala Bush Lodge 6 and Mangawana Bush Lodge 7

Dinokeng Hunters Pride Lodge  
Hunter’s Pride Wildlife Estate  
Dinokeng Big Five Game Reserve  
Gauteng, South Africa

Email: [info@veldandvilla.co.za](mailto:info@veldandvilla.co.za)

Phone: +27 83 442 0257

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## 3. What Personal Information We Collect

We may collect and process the following information:

### 3.1 Booking Information

- Full name

- ID number or passport number
- Contact number
- Email address
- Residential address
- Number of guests
- Special requests

### **3.2 Payment Information**

- Payment confirmation details  
(Note: Card information is processed via secure third-party payment gateways and is not stored by us.)

### **3.3 Website Usage Information**

- IP address
- Browser type
- Device information
- Pages visited
- Cookies and tracking data

### **3.4 Legal & Safety Records**

- Signed indemnity forms
  - Incident reports (if applicable)
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## **4. Purpose of Processing**

We process personal information for the following lawful purposes:

- To confirm and manage bookings
- To communicate with guests
- To comply with estate and reserve access requirements
- To comply with legal and regulatory obligations
- For safety and emergency management
- For accounting and tax purposes
- To improve website functionality and user experience

We will only process personal information where we have a lawful basis to do so.

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## **5. Legal Basis for Processing**

Processing is based on:

- Contractual necessity (booking agreement)
  - Legal obligation
  - Legitimate business interests
  - Consent (where required)
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## 6. Sharing of Personal Information

We may share personal information with:

- Hunter's Pride Wildlife Estate (for access control)
- Dinokeng Game Reserve authorities (where required)
- Payment processing providers
- IT and website service providers
- Regulatory authorities where legally required

We do not sell personal information to third parties.

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## 7. International Transfers

Where personal information is transferred outside South Africa (for example, through international booking platforms or cloud services), we ensure that appropriate safeguards are in place as required by POPIA.

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## 8. Data Retention

We retain personal information only for as long as necessary for:

- Booking and operational purposes
- Legal compliance
- Tax record retention requirements
- Safety and liability protection

Thereafter, information is securely destroyed or anonymised.

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## 9. Information Security

We implement appropriate technical and organisational measures to protect personal information, including:

- Secure servers
- Restricted access controls
- Password-protected systems
- Secure third-party payment gateways

While we take reasonable steps to protect information, no system can guarantee absolute security.

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## 10. Your Rights Under POPIA

You have the right to:

- Access your personal information
- Request correction of inaccurate information
- Request deletion where legally permissible
- Object to processing in certain circumstances
- Withdraw consent (where processing is based on consent)
- Lodge a complaint with the Information Regulator

Requests may be submitted in writing to [Insert Email Address].

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## 11. Cookies & Tracking Technologies

The Website may use cookies to:

- Improve user experience
- Analyse traffic
- Store preferences

You may disable cookies in your browser settings; however, some website features may not function correctly.

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## 12. Direct Marketing

We will only send marketing communications where:

- You have opted in; or

- We are permitted to do so under applicable law.

You may unsubscribe at any time.

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## 13. Children's Information

We do not knowingly collect personal information directly from children without parental consent.

Parents or guardians provide booking information for minors.

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## 14. Breach Notification

In the event of a data breach that poses a risk to your rights, we will notify:

- The Information Regulator
- Affected data subjects

in accordance with POPIA requirements.

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## 15. Amendments to This Policy

We may update this Privacy Policy from time to time.

The latest version will always be available on [www.veldandvilla.co.za](http://www.veldandvilla.co.za).

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## 16. Contact & Complaints

If you believe your personal information has been processed unlawfully, you may contact:

**The Information Regulator (South Africa)**

Website: <https://www.justice.gov.za/inforeg/>

Email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)