



GlobalExplore



PRIVACY COLLECTION AND DISCLOSURE NOTICE

1. Background and scope

This Privacy Notice ("Notice") sets out how Leoni Visser processes and protects the privacy of your personal information.

Privacy compliance and protection is important to us and we strive to comply with the Protection of Personal Information Act 4 of 2013 (POPIA).

2. What personal information do we collect?

Personal information has the meaning given under POPIA and generally means information which relates to a natural or Juristic person that can be identified from that information.

Generally, the type of personal information we collect about you is the information that is needed to facilitate your travel arrangements and bookings and to arrange travel related services and/or products on your behalf.

We therefore typically process the following types of personal information about you:

- contact information (such as name, registration number, residential/emailing address, telephone number, email address);
- payment account information (credit/debit card details, including card type, card number, security number and expiry date);
- passport details;
- loyalty program / frequent flyer details;
- health information such as your dietary requirements and health issues (if any); and
- other details relevant to your travel arrangements or required by the relevant third party service provider(s) (e.g. airlines and accommodation or tour providers).

When you contact us for other purposes, we may also collect personal information about you in relation to those purposes. For example, we may collect your personal information so we can contact you.

In some circumstances, we may collect personal information from you which may be regarded as sensitive personal information. Please also note that, when necessary for travel arrangements, we may collect from a responsible adult personal information relating to a child of any age, but we do not knowingly collect any such information directly from children.

3. How do we collect personal information?

We usually collect your personal information from the information you submit during the course of your relationship with us.

Generally, this collection will occur:

- when you deal with us either in person, by telephone, letter, email;
- when you visit any of our websites; or
- when you connect with us via social media.

We may collect personal information about you:

- when you purchase or make enquiries about travel arrangements or other products and services;
- when you subscribe to receive marketing from us (e.g. e-newsletters);
- when you request brochures or other information from us; or
- when you provide information, or use our services, on social media.



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In some circumstances, it may be necessary for us to collect personal information about you from a third party. This includes where a person makes a travel booking on your behalf which includes travel arrangements to be used by you (e.g. a family or group booking). Where this occurs, we will rely on the authority of the person making the travel booking to act on behalf of any other traveller on the booking.

Where you make a travel booking on behalf of another person (e.g. a family or group booking), you agree you have obtained the consent of the other person for Leoni Visser to collect, use and disclose the other person's personal information in accordance with this Notice and that you have otherwise made the other person aware of this Notice.

You should let us know immediately if you become aware that your personal information has been provided to us by another person without your consent or if you did not obtain consent before providing another person's personal information to us.

We make every effort to maintain the accuracy and completeness of your personal information which we store and to ensure all of your personal information is up to date. However, you can assist us with this considerably by promptly contacting us if there are any changes to your personal information or if you become aware that we have inaccurate personal information relating to you. We will not be responsible for any losses arising from any inaccurate, inauthentic, deficient or incomplete personal information that you, or a person acting on your behalf, provide to us.

4. How do we use your personal information?

We will only process your information, where:

- you have given your consent to such processing;
- the processing is necessary to provide our services to you;
- the processing is necessary for compliance with our legal obligations; and/or
- the processing is necessary for our legitimate interests or those of any third party recipients that receive your personal information (as detailed in sections 5 and 6 below).

Where you contact us in relation to a travel booking or query, the purpose for which we collect your personal information is generally to provide you with travel advice and/or to assist you with booking travel and/or travel related products and services.

When you book or otherwise arrange travel related products and services through us, we usually act as an agent or sub agent for the relevant third party service providers (e.g. for a hotel). In this case, we process your personal

information as necessary so as to provide the services you requested from us. This usually includes collecting personal information about you both for our internal purposes as described in this Notice and for the travel service provider for whom we act as agent (e.g. to provide you with the booked services).

We may therefore share your information with our travel service providers such as hotel, airline, car rental, or other providers, who fulfill your travel bookings. Please note that these travel service providers also may use your personal information as described in their respective privacy policy and may contact you as necessary to obtain additional information about you, facilitate your travel reservation, or provide you with your requested services. We encourage you to review the privacy policies of any third-party travel service providers whose products you purchase through us.

Where permitted by POPIA, we may use your personal information to send you targeted marketing activities relating to our products and services (and those of third parties) that we think may interest you, unless you have requested not to receive such information.



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5. Is personal information disclosed to third parties?

We will only disclose your personal information to third parties in the ways set out in this Notice and, in particular, as set out below, and in accordance with POPIA.

Your personal information may be disclosed to the following types of third parties:

- GlobalExplore (Pty) Ltd and its subsidiaries;
- our contractors, suppliers and service providers;
- travel service providers such as travel wholesalers, tour operators, airlines, hotels, car rental companies, transfer handlers and other related service providers;
- financial institutions such as banks, when processing financial transactions;
- a person making your travel booking on your behalf, where you are travelling on a booking made on your behalf by another person (for example, a family member, friend or work colleague);
- a person who can verify to us that they have a relationship with you (e.g. a family member) where you are not contactable, the person correctly answers our required security questions and the request is, in our opinion, in your interest (for example, where the person is concerned for your welfare or needs to undertake action on your behalf due to unforeseen circumstances);
- as required or authorised by applicable law, and to comply with our legal obligations;
- customs and immigration to comply with our legal obligations and any applicable customs/immigration requirements relating to your travel;
- government agencies and public authorities to comply with a valid and authorised request, including a court order or other valid legal process;
- various regulatory bodies and law enforcement officials and agencies, including to protect against fraud and for related security purposes; and
- enforcement agencies where we suspect that unlawful activity has been or may be engaged in and the personal information is a necessary part of our investigation or reporting of the matter.

When you engage us to book flights on your behalf, we will provide your personal information (i.e. name, email address and/or mobile number) to the relevant airline. This enables airlines to advise passengers of irregular flight operations and disruptions (e.g. flight cancellations, schedule changes) directly.

6. Is personal information transferred overseas?

In providing our services to you, it may be necessary for us to disclose personal information to relevant overseas travel service providers. The location of a travel service provider relevant to your personal information will depend on the travel services being provided. The relevant travel service providers will in most cases receive your personal information in the country in which they will provide the services to you or in which their business or management is based.

It is possible that information will be transferred to an overseas recipient located in a jurisdiction where you will not be able to seek redress under POPIA and that does not have an equivalent level of data protection as in your jurisdiction. To the extent permitted by POPIA, we will not be liable for how these overseas recipients handle, store and process your personal information.

We may also disclose your personal information to third parties located overseas for the purpose of performing services for us, including the storage and processing of such information. Generally, we will only disclose your personal information to these overseas recipients in connection with facilitation of your travel booking and/or to enable the performance of administrative and technical services by them on our behalf. These key service providers are located in India, Indonesia, Philippines, Hong Kong, USA, United Kingdom, Spain and Australia, among other jurisdictions.



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7. Security of information

We are committed to safeguarding and protecting personal information and will implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to protect any personal information provided to us from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal information transmitted, stored or otherwise processed. We are not responsible for any third party's actions or their security controls with respect to information that third parties may collect or process via their websites, services or otherwise.

We will destroy or de-identify personal information once we no longer require it for our business purposes, or as required by law.

8. Your rights in relation to the personal information we collect

You are entitled to access any personal information we may hold about you in accordance with you're the Privacy Act. Where personal information we hold about you is not accurate, complete or up-to-date or the information is irrelevant or misleading, you may ask us to correct that personal information, and we will respond to your request within a reasonable time.

We reserve the right to confirm the identity of the person seeking access or correction to personal information before complying with such a request. We reserve the right to deny you access for any reason permitted under applicable law. If we deny access or correction, we will provide you with written reasons for such denial unless it is unreasonable to do so and, where required by POPIA, will note your request and the denial of same in our records.

If you wish to access or seek correction of any personal information we hold about you, please refer to the "Feedback / Complaints / Contact" section below.

You must always provide accurate information and you agree to update it whenever necessary. You also agree that, in the absence of any update, we can assume that the information submitted to us is correct, unless we subsequently become aware that it is not correct.

9. Feedback / Complaints / Contact

You can direct any questions or complaints about the use or disclosure of your personal information to the contact information below:

Email: leoni@globalexplora.co.za
Contact number: 072 041 2171

10. Changes to our Notice

We may amend this Notice from time to time. If we make a change to the Notice, the revised version will be posted on our website.

This Privacy Notice was last updated on 1 July 2021.