

Customer Data Privacy Policy Buhala Lodge

Information we may collect from you:

1. Information such as contact numbers and email addresses that may be used to complete web forms found on our website (www.buhala.co.za).
2. We may ask you to complete surveys in future where the information provided by you will be used to enhance customer experience. You may refuse to do so.
3. If you contact us, we may keep a record of any such correspondence.
4. Details of transactions carried out through our website will be kept a record of.
5. We may keep a record of the visits to our website and third party companies such as Google Analytics may be used to determine facts and information.
6. We may contact you via the contact details provided with marketing and promotional information from which, you may decide to opt out of.

Where we store your personal data:

All personal data provided by you (the guest), to us, will be stored using a computer programme used as a booking system. The information is only accessible by certain members of Buhala Lodge staff and at no time can anyone other than personnel access the information. The information will be password protected. When entering the premises at Buhala Lodge, the guest will be required to complete an indemnity form which must be signed in the presence of a Buhala Lodge staff member. The form will be processed and when the appropriate time has lapsed, destroyed.

Uses made of the information provided:

1. The information provided by the guest, will be used to secure any accommodation booking, or other services rendered by Buhala Lodge.
2. Information provided by the guest to Buhala Lodge, will not be distributed to any third party and Buhala Lodge may not be held accountable for third party communication with the guest.

Your rights:

You have the right to ask us not to process your details for marketing purposes. You may also, from time to time contact Buhala Lodge to ensure that your details are up to date. Should you wish to take part in our marketing strategies having previously declined, please contact us on reservations@buhala.co.za and we will gladly add you back to the marketing platform.

Changes to our privacy policy:

The above privacy policy is in effect as from 1 October 2017 and will remain in effect until changes or updates are made to it. Changes and updates will be made available on www.buhala.co.za immediately after processing.

Contact:

Should you have any questions about our privacy policy or any other policies or conditions, please contact us on +27 (0) 83 272 2150 or reservations@buhala.co.za.