

KHOKELO SAFARIS

Privacy policy Khokelo Safaris May 2020

Jan ter Gouwweg 85, 1412 DB Naarden, www.khokelosafaris.com

KvK: 73304190

About our privacy policy

Khokelo Safaris cares a lot about your privacy. We therefore only process data that we need for (the improvement of) our services and handle the information we have collected about you and your use of our services with care. We never make your data available to third parties for commercial purposes.

This privacy policy applies to the use of the website and the services provided by Khokelo Safaris. The starting date for the validity of these conditions is 01/04/2020, with the publication of a new version the validity of all previous versions expires. This privacy policy describes what information about you is collected by us, what this information is used for and with whom and under what conditions this information can possibly be shared with third parties. We also explain to you how we store your data and how we protect your data against misuse and what rights you have with regard to the personal data you provide to us.

If you have any questions about our privacy policy, please contact our contact person for privacy matters, via info@khokelosafaris.com.

About data processing

Below you can read how we process your data, where we store it or have it stored, which security techniques we use and for whom the data is transparent.

Software website Wordpress

Our website is developed with Wordpress software by Steefthebrave.com. Personal data that you make available to us for the benefit of our services will be shared with this party. Steefthebrave.com has access to your data to provide us (technical) support, they will never use your data for any other purpose. Steefthebrave.com is obliged to take appropriate security measures based on the agreement we have concluded with them. These security measures consist of the application of SSL encryption and a strong password policy. Backups are made regularly to prevent data loss.

Web hosting

We purchase web hosting and e-mail services from Yourhosting. Yourhosting does not process personal data on our behalf and does not use your data for its own purposes. However, this party can collect metadata about the use of the services. These are not personal data. Yourhosting has taken appropriate technical and organizational measures to prevent loss and unauthorized use of your personal data. Yourhosting is obliged to observe secrecy on the basis of the agreement.

Mail hosting

We use the services of Yourhosting for our regular business e-mail traffic. This party has taken appropriate technical and organizational measures to prevent misuse, loss and corruption of your and our data as much as possible. Yourhosting has no access to our mailbox and we treat all our e-mail traffic confidentially.

ActivateCampaign

We use ActiveCampaign to send brochures, newsletters and travel examples requested via the website. Personal data that you make available to us for the benefit of our services will be shared with this party. Activecampaign only has access to your data to provide us with (technical) support, they will never use your data for any other purpose.

Shipping and logistics

When you place an order with us, it is our job to have your package delivered to you. We use the services of PostNL to carry out the deliveries. It is therefore

necessary that we share your name, address and residence details with PostNL. PostNL uses this information only for the purpose of executing the agreement. In the event that PostNL engages subcontractors, PostNL will also make your details available to these parties.

Billing and accounting

For our records of our administration and accounting we use the services of Wilde Belastingadvies. We share your name, address and residence details and details regarding your order. This data is used for administering sales invoices.

Your personal data is sent and stored protected. Wilde Belastingadvies does not use your personal data for other purposes than described above.

General purpose of the processing

We only use your data for the benefit of our services. This means that the purpose of the processing is always directly related to the assignment you provide. We do not use your data for (targeted) marketing. If you share data with us and we use this data to contact you at a later time - other than at your request - we will ask you for explicit permission. Your data will not be shared with third parties, other than for accounting and other administrative purposes.

These third parties are all bound to secrecy on the basis of the agreement between them and us or a legal obligation.

Automatically collected data

Data that is automatically collected by our website is processed with the aim of further improving our services. This data (for example your IP address, web browser and operating system) is not personal data.

Participation in tax and criminal investigations

In some cases, Khokelo Safaris may be obliged to share your data in connection with government tax or criminal investigations on the basis of a legal obligation. In such a case we are forced to share your data, but we will oppose this within the possibilities that the law offers us.

Retention periods

We keep your data as long as you are a client of ours. This means that we keep your customer profile until you indicate that you no longer wish to use our services. If you indicate this to us, we will also regard this as a request to forget. Based on applicable administrative obligations, we must keep invoices with your (personal) data, so we will keep this data for as long as the applicable term runs.

However, employees no longer have access to your client profile and documents that we have produced as a result of your assignment.

Your rights

Under the applicable Dutch and European legislation, you as a data subject have certain rights with regard to the personal data processed by or on behalf of us. We explain below which rights these are and how you can invoke these rights.

In principle, to prevent misuse, we will only send copies of your data to your e-mail address already known to us. In the event that you wish to receive the data at a different email address or, for example, by post, we will ask you to identify yourself. We keep records of completed requests, in the case of a forget request we administer anonymised data. You will receive all copies and copies of data in the machine-readable data format that we use within our systems.

You have the right to submit a complaint to the Dutch Data Protection Authority at any time if you suspect that we are using your personal data incorrectly.

Right of inspection

You always have the right to view the data that we process or have processed that relate to your person or that can be traced back to you. You can make a request to that effect to our contact person for privacy matters. You will receive a response to your request within 30 days. If your request is granted, we will send you a copy of all data with an overview of the processors who hold this data at the e-mail address known to us, stating the category under which we have stored this data.

Right of rectification

You always have the right to change the data that we process or have processed that relate to your person or that can be traced back to this. You can make a request to that effect to our contact person for privacy matters. You will receive a response to your request within 30 days. If your request is granted, we will send you a confirmation that the details have been changed at the e-mail address known to us.

Right to restriction of processing

You always have the right to limit the data that we process or have processed that relate to your person or that can be traced back to you. You can make a request to that effect to our contact person for privacy matters. You will receive a response to your request within 30 days. If your request is granted, we will send you a confirmation to the e-mail address known to us that the data will no longer be processed until you remove the restriction.

Right to transferability

You always have the right to have the data that we process or have processed that relate to your person or that can be traced back to this, be carried out by another party. You can make a request to that effect to our contact person for privacy matters. You will receive a response to your request within 30 days. If your request is granted, we will send you copies or copies of all data about you that we have processed or that have been processed on our behalf by other processors or third parties at the e-mail address known to us. In all likelihood, we can no longer continue the service in such a case, because the secure linking of data files can then no longer be guaranteed.

Right to object and other rights

In certain cases, you have the right to object to the processing of your personal data by or on behalf of Khokelo Safaris. If you object, we will immediately stop the data processing pending processing of your objection. If your objection is well-founded, we will provide you with copies and / or copies of data that we process or have processed and then permanently discontinue the processing.

You also have the right not to be subject to automated individual decision-making or profiling. We do not process your data in such a way that this right applies. If you believe that this is the case, please contact our contact person for privacy matters.

Cookies

Cookies from third parties
In the event that third-party software solutions use cookies, this is stated in this privacy statement.

Changes to the privacy policy

We reserve the right to change our privacy policy at any time. However, you will always find the most recent version on this page. If the new privacy policy has consequences for the way in which we process already collected data regarding you, we will inform you by e-mail.