

TAMRICH TOURS (PTY) LTD PRIVACY POLICY

Company name: Tamrich Tours (Pty) Ltd
Registration number: 1999/006785/07
Version: 2.0
Date of original compilation: 7 November 2004
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1. Introduction

Tamrich Tours (Pty) Ltd (“Tamrich”, “we”, “us”, or “our”) respects your privacy and is committed to protecting your personal information in accordance with applicable South African law, including the Protection of Personal Information Act, 2013 (“POPIA”).

This Privacy Policy explains what personal information we collect, how we use it, who we share it with, how we protect it, and your rights in relation to your personal information.

2. Who We Are

Company name: Tamrich Tours (Pty) Ltd

Registration number: 1999/006785/07

Address: Hibiskus Street, Kleinkrantz, Wilderness, George, South Africa, 6560

Website: tamrichtours.com

Email: info@tamrichtours.com

3. Personal Information We Collect

We may collect and process the following personal information:

- names and surnames;
- email addresses;
- telephone numbers;
- physical or postal addresses;
- nationality and country of residence;
- passport or identification details where necessary for travel arrangements;
- booking, itinerary, and reservation details;
- travel preferences and special requests relevant to travel arrangements;
- payment and billing information;
- correspondence and enquiry records;
- employment and contractor information where relevant;
- website usage information collected through cookies, analytics, and related tools.

4. How We Collect Personal Information

We may collect personal information:

- directly from you;
- from travel agents or intermediaries acting on your behalf;
- through email correspondence;
- through website contact forms or enquiry forms;
- through bookings and reservation processes;
- through communications with suppliers or service providers involved in travel arrangements;
- from employees, contractors, and service providers in the course of business operations;
- through cookies, Google Analytics, and similar website technologies.

5. Why We Process Personal Information

We process personal information to:

- respond to enquiries;
- prepare quotations and tailor itineraries;
- make reservations and manage travel services;
- communicate with clients, agents, suppliers, and service providers;
- deliver and administer travel-related services;
- administer accounts and payments;
- manage employees, contractors, and business operations;
- maintain records;

- comply with legal and regulatory obligations;
- improve website functionality, service quality, and communications;
- send newsletters and marketing communications where lawful.

6. Sharing of Personal Information

We may share personal information, where lawful and necessary, with:

- accommodation establishments;
- transport providers;
- guides and activity providers;
- domestic and international travel suppliers;
- insurers, where relevant;
- banks and payment service providers;
- IT, website, email, analytics, mailing, and cloud service providers;
- professional advisers;
- regulators, authorities, or third parties where disclosure is legally required.

7. International Transfers

Because Tamrich contracts with domestic and international suppliers and may use third-party digital tools and cloud-based services, personal information may be transferred outside South Africa where reasonably necessary for travel reservations, itinerary fulfilment, communications, analytics, mailing tools, or related operational purposes.

8. Cookies, Analytics, and Website Tools

Tamrich uses cookies and similar technologies on its website.

These may be used to:

- enable website functionality;
- improve user experience;
- understand how visitors use the website;
- support analytics and website performance measurement;
- support communications and marketing.

Tamrich uses **Google Analytics** and may use mailing and website form tools to manage enquiries and communications. You may disable cookies through your browser settings, but some website features may not function properly if you do so.

9. Marketing and Newsletter Communications

Where lawful, Tamrich may send newsletters, promotional material, or travel-related marketing communications.

By subscribing to Tamrich communications or opting in through website forms or other channels, you agree to receive such communications.

You may unsubscribe or opt out of marketing communications at any time by:

- using the unsubscribe link in the communication, where available; or
- contacting Tamrich at info@tamrichtours.com.

Tamrich will not continue direct marketing where consent is required and has not been obtained, or where you have opted out.

10. Storage and Security

Personal information may be stored electronically, including in email systems, website tools, mailing tools, and SharePoint folders, and in some cases in hard copy files.

Tamrich takes reasonable steps to safeguard personal information through measures that may include:

- access controls;
- password-protected systems;

- managed email and cloud systems;
- restricted SharePoint access;
- secure storage of hard copy files;
- confidentiality obligations for staff and service providers;
- reasonable internal administrative safeguards.

11. Retention of Personal Information

Tamrich retains personal information only for as long as reasonably necessary for operational, business, contractual, legal, tax, employment, insurance, dispute-resolution, and regulatory purposes, after which it will be securely deleted, destroyed, anonymised, or de-identified where appropriate and lawful.

12. Your Rights

Subject to applicable law, you may:

- request access to the personal information we hold about you;
- request correction or updating of inaccurate information;
- object to certain processing;
- request deletion or destruction where lawful and appropriate;
- withdraw consent where processing is based on consent;
- lodge a complaint with the Information Regulator.

13. PAIA and POPIA Requests

Requests relating to access to records or personal information may be directed to Tamrich's Information Officer:

Madeleine Hetem

Managing Director / Information Officer

Email: info@tamrichtours.com

14. Information Regulator

If you believe your personal information has been processed unlawfully, you may lodge a complaint with the Information Regulator.

Website: www.inforegulator.org.za

Email: enquiries@inforegulator.org.za

Telephone: 010 023 5200

15. Changes to this Policy

Tamrich may amend this Privacy Policy from time to time. The latest version will be published on the website.