

# WE WILL ALWAYS PROTECT YOU

## INTRODUCTION

Abang Africa Travel places great value on your privacy and takes great care to protect any information you provide us with. Please read this Privacy Policy carefully to understand how we treat your personal information. By visiting the [www.abangafrica.com](http://www.abangafrica.com) website (Website), whether over a browser, a mobile app or through a link on another website, you accept and consent to our Privacy Policy. If you do not consent to our Privacy Policy, kindly do not access our Website or provide us with any of your personal information.

## OUR PROMISE

We only ask for personal information that we require. We will only use this information to satisfy the purposes for which it was collected, such as organising your holiday or the marketing process. We'll tell you upon request exactly and completely what information we have recorded about you. If you would like any personal information changed or deleted, just ask via [info@abangafrica.com](mailto:info@abangafrica.com).

## USE OF COOKIES

Our Website, just like any other website, uses cookies. A cookie is a file of information which is sent by a web server to a web browser and stored in your browser or your computer's hard drive. The information is then sent back to the server each time the browser requests a page from the server. Using cookies helps us provide you with a better experience by enabling us to recognise you and save your preferences, provide customised content and service, an enhanced experience of the Website and to improve our Website. Most browsers allow you to reject cookies. Blocking cookies will, however, have a negative impact upon the usability of the Website.

We may use both "session" cookies and "persistent" cookies on the Website. Session cookies are deleted from your computer on closing your browser. Session cookies typically store information in the form of a session identification that does not personally identify the user. Persistent cookies on the other hand remain stored on your computer until deleted or until they reach the expiry date. Persistent cookies allow our Website to recognise you when you return, track your preferences and customise content or services for you.

First party cookies are employed on our Website to enable us to recognise you and to personalise and manage how you experience our Website.

Third party cookies that are employed on the Website are largely for advertising, statistical or add-in functionalities.

In order to understand the use of the Website, we use Google Analytics. Google Analytics generates statistical information about website use by means of cookies.

We may use add-in functionalities for enhanced user experience through third party software plug-ins. These plug-in softwares may also send you cookies.

We have no control over third party cookies.

By continuing to use the Website, you agree to our use of cookies.

## INFORMATION WE COLLECT

### Active Information

You may voluntarily give us your personal information that identifies who you are by

- Filling up and submitting a contact- or booking form on our Website, or
- Filling up email subscription forms on our Website, or
- By corresponding with us over phone, email, online chat or other means, or
- Entering an online contest, or
- Submitting a review or a feedback, or
- Submitting a testimonial, or
- Enquiring about our services

### Passive Information

If you are browsing our Site, you are anonymous to us, but we will still collect User Data, like browser type, device, and IP address, during your session through web analytics services to monitor site usage tracking. This User Data is collected for all visitors, is non-personally identifiable, and is used to manage, monitor, and track usage to improve our website's services. Once this data is collected, it is stored in our web analytics services indefinitely or until we deem it necessary to delete.

If you reside in the European Union, a Cookies Acceptance Banner will appear each time you visit our Site. By closing this banner, scrolling this page, clicking a link, or continuing to browse otherwise, you agree and consent to our use of cookies, unless you manually disable Cookies in your browser. By using our Website, you consent to us processing your information for the purposes for which this information was collected and contacting you by SMS, email, phone, mobile app notification or any other means.

### Why Do We Need The Information That We Collect from You?

Your personal information is used by Abang Africa Travel for a series of legitimate business purposes, all of which are undertaken in order to provide you with the best service you can expect from Abang Africa Travel. These purposes are:

- To contact you about your request and/or order.
- To notify you about other Abang Africa Travel products and services, or events, in which you may be interested.
- For invoicing purposes and for credit card payment processing, using a third party vendor.
- To notify you about any updates or maintenance to our websites.
- For direct marketing and advertising purposes. However, we do not sell our client lists to any other third parties for use in their marketing campaigns. Also, at any time you may opt out of receiving such marketing materials and solicitations from us.
- We use cookie information to analyse the number of visitors and length of stay to different areas of the websites. This anonymised information helps us to improve our website to give you the best possible information and experience.
- To comply with our legal and contractual obligations, to resolve disputes, and to enforce agreements

### Third Party Websites

This Privacy Policy does not apply to any third-party websites or to other companies or persons that may access our websites, with or without our permission. Our websites may contain links to, and media and other content from, other sites. In addition, such third-party media and content may also contain external links. Abang Africa Travel cannot and does not guarantee the privacy policies and practices of any third party, neither do we control, operate, or endorse any information, products, or services of any third-party websites that may be reached through links from our websites.

The use of any personal information provided by you to, or automatically collected from, a third party will be governed by that party's privacy policy. Always review the privacy policy at each linked website to determine how that site treats your personal information.

### **DISCLOSURE**

We do not disclose or sell your personal information to others for use in their mailing lists or databases. We use your personal information internally and share it with other people or organisations who need to know it as part of working with us in our normal business activities (e.g. suppliers like hotels, airlines, car rental companies etc.). We may need to share your personal

information with a number of trusted parties, with or without obtaining your consent, that help us provide our services. These include:

- Law enforcement agencies or governmental organisations where disclosures are required by applicable law
- Banks and payment gateway service providers
- Any successors to our business
- Other service providers when explicitly required to offer their service (f.i. airlines require passport details when booking a domestic flight)

#### **SALE OF BUSINESS OR SALE OF ASSETS**

We reserve the right to transfer all information, including your personal information, to a third party in the event of a merger, sale, liquidation, receivership or transfer of our company, provided that the third party agrees to adhere to the terms of our Privacy Policy.

#### **SECURITY OVER INTERNET**

We will take reasonable precautions to prevent the loss, alteration or misuse of your personal information. Abang Africa Travel uses website security measures consistent with current best practices to protect its website and email. These measures include technical, procedural, monitoring and tracking steps intended to safeguard data from misuse, unauthorized access or disclosure, loss, alteration or destruction. However, no data transmissions over the Internet can be guaranteed to be a hundred percent secure. Consequently, we cannot ensure or warrant the security of any information you transmit to us.

#### **FUTURE CHANGES TO OUR PRIVACY & COOKIE POLICY**

This Privacy Policy was last revised in May 2018. The law and technology is always changing, as is how we interact with you. We reserve the right to amend and/or update our Privacy Policy at any time and post the revised copy on this page of the Website. If so, we will notify you. Any changes to this Privacy Policy will be in effect as of the "Last Updated" date referenced in this Privacy Policy.

#### **YOUR ACCEPTANCE OF THESE TERMS**

By visiting this Website, you agree to our Privacy Policy.

#### **GOVERNING LAW**

This Privacy Policy shall be construed and enforced in accordance with the laws of South Africa. If any of the content of this Privacy Policy is found to be invalid as per the laws of South Africa, that specific content will be deemed omitted but the rest of this Privacy Policy will remain in effect.

#### **CONTACT**

For any questions concerning our Privacy Policy, please contact us by emailing us at [info@abangafrica.com](mailto:info@abangafrica.com).