



## DTE promise to you

To only use your personal information for the purpose of its collection, store and protect your information in accordance with applicable laws and allow you as the legal owner of your collected personal information access to update, delete and control your stored personal information.

### 1. What is a Privacy Policy?

Privacy policies are fast gaining traction and popularity worldwide in an attempt to protect consumers from becoming victims of illegal activities concerning the collection and storage of personal information. In becoming compliant with South Africa's newest law in protecting consumers namely the POPI Act (Protection of Personal Information Act of 2013) officially being signed into law in 2021 as well as other acts governing the use, storage and distribution of personal information, DTE has taken necessary measures in the collection, storage, distribution and access to personal information collected from our clients.

#### 1.1 What is personal information?

Personal information is any information which makes it possible to identify you as a living human being and/or where applicable identifiable juristic person which can include but not limited to your name, your physical and postal addresses, email address, race, gender, age, nationality, medical and financial information, location etc.

### 2. What information we will be collecting from you.

DTE will only start collecting your personal information for use, storage and distribution once we have received confirmation that the tailor-made tour proposed is accepted.

This information will be collected in the form of a booking form as listed below but not limited to:

- Full names, surnames and titles as they appear on your passport as well as any preferred names
- Date of birth
- Contact details i.e., email addresses and telephone numbers
- Gender
- Weight
- Medical information such as allergies, medical conditions and dietary requirements
- Any preferences as well as special occasions during your DTE hosted stay in Africa.
- Passport information
- Shipping address be it a personal home address, business address or postage address
- Emergency contact information.

The information we collect from you will only be used for the intended purpose of its collection and will not be shared unlawfully or with unauthorized persons.

DTE does not collect credit card details unless explicitly necessary and authorized by the card owner in the form of written confirmation, we prefer to use recognized, respectable and reputable payment portals to process credit card payments that the card holder can process under his/her own capacity otherwise wire/EFT is also accepted.

### 3. How will we use your information?

The information collected will only be used in accordance with this policy and for its intended use, we will not share information outside of DTE with unauthorized persons or suppliers.



Your information collected and stored will be used for the below purposes but not limited to:

- Verify your identity
- Personalize your DTE hosted itinerary
- Facilitating services and experiences offered by DTE as well as suppliers specific to your chosen itinerary
- Correspondence of anything relating to your DTE itinerary
- Process refunds where applicable
- Marketing material as authorized and controlled by you
- Recognize you as repeat guests use past experiences to build future experiences where requested by you.

We may share the information collected with Third Party suppliers unique to your tailor-made itinerary in accordance with this policy, where deemed necessary and what information is required by them for delivery of the services we have booked with them on your behalf. Each supplier will have their own policy unique to their company and services provided, they may have differences in their policies regarding collection and storage of personal information provided to them by DTE, we will provide you with their respective privacy policies, please ensure you are familiar with their policies as well.

Should you opt in for marketing we will from time to time send you marketing material, DTE related updates as well as updates on travel to and from Africa where necessary to communicate this information. We will only engage you via email based on the consent you have provided us and while we would be sad to see you go you can opt out of these emails at any point you choose.

#### 4. How will we store and protect your personal information?

We will only keep your information as long as deemed reasonably necessary and for their intended uses only

Digital copies are stored on a secure server who are in accordance with world wide standards of safety measures in prevention of security breaches and possible information theft.

Hard copy information is kept at a bare minimum and stored in a secure location with no access for unauthorized persons.

Information may be kept for extended periods in accordance with certain laws for example tax laws require the storage of certain financial information for up to 7 years before they can be destroyed however information not deemed necessary for these requirements will be destroyed in accordance to their level of sensitivity. Credit card information received by DTE as expressly authorized by card holders on exceptional cases will be destroyed immediately after its purpose of collection has been completed. Tour information such as but not limited to passport details, addresses and contact information will be destroyed within 6 months after your DTE hosted tour has been completed, other information collected may be kept for longer periods for potential future tours for our reference.

Upon destruction of information, we will ensure full destruction with no possible traces or possibility of rebuilding the information for example hard copies are to be burnt or shredded and disposed of correctly.

#### 5. Access to your information

DTE will allow you reasonable access to your information stored with us in compliance with this policy for correction and/or destruction of information.

DTE may need to request further information in order for us to verify that you are the authorized person to view the personal information requested. We reserve the right to decline your request to access information if we find that this access will compromise the safety of another person's privacy or violate applicable laws, foreign laws and/or regulations

Should you wish to gain access to your information you can contact DTE directly via email [info@daretoexplore.co.za](mailto:info@daretoexplore.co.za).

If you opted in for marketing and DTE related emails you are able to unsubscribe at any point by either contacting us directly or clicking 'Unsubscribe' on any of our mailers received.



## 6. Legal liability

As many of our Third-Party partners are based and/or operate in other countries, personal information policies are governed differently in each country, therefore we will not take liability for possible communication received from any Third-party suppliers linked to your itinerary or DTE.

We will not sell, transfer or distribute your personal information with any unauthorized persons or companies however we do reserve the right to share your information to comply with applicable laws, regulations, legal processes and law enforcement inquiries as required by litigation.

DTE will not be held responsible and by accepting our terms and conditions to which this Policy is linked, you agree to indemnify us and not hold DTE responsible for any security breaches that may potentially expose personal information in our possession to unauthorized access and/or unlawful processing of such personal information by any Third Party.