

Data Protection Policy

Overview

Safari Gateway Ltd respects the privacy of our clients and is fully committed to safeguarding their personal data. This policy outlines how we collect, use, and protect client's information in accordance with applicable data protection laws. It also explains clients' rights regarding the personal information we handle on their behalf.

When we receive personal data either directly from client or the tour agent, Safari Gateway Ltd ensures that these data is processed only for the purposes necessary to provide the travel services.

Purpose of This Policy

This policy is intended to inform clients and tour agents about how Safari Gateway Ltd collects and processes personal data, ensuring full transparency about how, when, and why we use the information.

Data We Collect

Safari Gateway Ltd collects a range of personal data necessary for arranging and managing the travel services, which may include:

- **Identity Data:** Full name, date of birth, gender, passport number, and other identification details.
- **Contact Data:** Address, email, and telephone numbers.
- **Travel Data:** Travel itinerary, booking information, and preferences.
- **Profile Data:** Booking history, preferences, and feedback.

How We Collect the Personal Data

We collect the personal data through clients or agents whom they provide us with information when booking travel services and mainly by email or WhatsApp.

How We Use Your Personal Data

Safari Gateway Ltd uses the personal data for the following purposes:

- **Provision of services:** To make travel bookings, arrange transport, and coordinate other services on clients' behalf.
- **Processing payments:** To manage transactions, fees, and recover outstanding payments.
- **Communication:** To update clients' bookings, respond to inquiries, and provide notifications of changes to our services.
- **Improving services:** To analyze feedback, conduct surveys, and enhance our offerings.

Legal Basis for Processing Personal Data

We process your personal data on the following legal grounds:

- **Performance of a contract:** To fulfill the travel services requested, either directly or through the agent.
- **Compliance with legal obligations:** To meet regulatory requirements.
- **Legitimate interests:** To improve our services, maintain business operations, and develop customer relationships.

Sharing Your Personal Data

Safari Gateway Ltd may share your personal data with trusted third-party providers such as airlines, hotels, and safari companies to facilitate clients travel arrangements. Each provider is responsible for ensuring the security of client's personal data in accordance with their own privacy policies.

Data Retention

Safari Gateway Ltd retains the personal data only as long as necessary to fulfill the purposes for which it was collected, or as required by law. Generally, we retain customer records for up to 5 years for tax and legal compliance.

Clients Rights

Clients have the right to:

- **Access:** Request a copy of the personal data we hold.
- **Correction:** Request correction of any inaccurate or incomplete data.
- **Erasure:** Request deletion of the personal data, subject to legal requirements.

Commitment

Safari Gateway Ltd is committed to protecting your privacy and ensuring that your personal data is handled with the highest level of care and responsibility. If clients or tour agent have any questions about how we process the personal information or wish to exercise their rights, they can contact us at:

info@safarigateway.co.tz.



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