



JUMBARI
Family Safaris

Privacy Policy - JUMBARI Pty. Ltd.

This is the Privacy Policy of JUMBARI Pty Ltd. of 12th Floor, 2 Long Street, Cape Town, referred to herein as the "Company".

The Company respects your privacy and is committed to protecting any personal information that you share with us.

Below is our privacy policy that applies to any website operated by the Company (referred to in this Privacy Statement as the "Website") owned, operated, licensed or controlled by the Company. By using the Website or communicating via telephone or otherwise with the Company, you are accepting the practices described in this Privacy Policy.

If you do not agree with the Company's Privacy Policy, please do not use the Website. When using the Website, you will be doing so entirely at your own risks and the Company will not be liable for any direct, indirect, special, punitive, exemplary or consequential losses or damages of whatsoever kind arising out of access to, or the use of the Website or any information contained in it, including loss of profit, whether based on breach of contract, tort (including negligence), product liability or otherwise.

Cookies

Please note that in order for us to provide you with optimum service, we sometimes use 'Cookies' on the Website. A cookie is a text-only string of information that a Website such as www.jumbari.com transfers to the cookie file of the browser on your computer's hard disk so that the Website can remember who you are. Cookies will typically contain the name of the domain from which the cookie has come, the "lifetime" of the cookie, and a value, usually a randomly generated unique number. Two types of cookies are used on the Website – session cookies, which are temporary cookies that remain in the cookie file of your browser until you leave the Website, and persistent cookies, which remain in the cookie file of your browser for much longer (though how long will depend on the lifetime of the specific cookie). Most browsers have options that allow the visitor to control whether the browser will accept cookies, reject cookies, or notify the visitor each time a cookie is sent. You may elect to reject cookies by adjusting your browser's settings, but doing so will limit the range of features available to

Director Jeffery Squire **Reg No.** 2012/040317/07 **Address** 12th Floor, 2 Long Street, Cape Town 8001

Tel +27 (0)21 204 6090 **Postal Address** PO Box 51243, V&A Waterfront, Cape Town 8002 **Web** jumbari.com



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the visitor on our Website and most other major websites that use cookies. To find out more information about cookies, please visit www.allaboutcookies.org

'Cookies' allow us to obtain information regarding users of our Website which we believe helps us provide you with a better user experience and tailor our services to your individual needs. We may collect information such as your IP address, online activity, web browser details and online activity. We will not however collect or store any of your passwords or other highly sensitive data.

Information collected

When you browse the Website and have not registered for any online service from the Company, you browse anonymously. Personal Information ("Personal Information" is defined as any information that identifies or can be used to identify, contact, or locate the person to whom such information pertains including, but not limited to, a first and last name, e-mail address, a home, postal or other physical address, or other contact information) is not collected as you browse. The Company do, however, use "client variables" and "session variables" to collect information about how the Website and server are used and to recognise you as the Company's online service user when you re-enter our Website. Information, such as the server your computer is logged onto, your browser type, and whether you entered the Website via another referral website or email hyperlink, is collected and tracked in aggregate. This information is used for the purpose of measuring response rates to Web page and email hyperlinks as well as overall Website activity and performance.

When you register for or request any Website service, you may be asked to provide us with Personal Information which is used to enhance your Website experience, expedite communications, allow you to receive electronic/postal mailings from the Company, or to be contacted as requested. We may also use this Personal Information in aggregate to generate market research reports.

Personal information taken when booking with us

The personal information the Company collects about you through the various sources on the Website and during the booking process may include:

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- Name, addresses and telephone numbers
- Email addresses, fax numbers and pager numbers
- Online forms of payment like credit/ debit card number(s), including associated billing address(es) and expiration date(s).
- Information necessary to facilitate travel or other services, including travel companion(s) names, emergency contacts and special service needs including those relating to any disability or medical condition which may affect the chosen trip arrangements, or dietary restrictions which may disclose your religious beliefs, passport number, nationality and country of residence
- Use of products and services such as self-service devices, flight status notification and web check-in
- Information provided via survey, focus group or other marketing research efforts
- Information provided to customer-service representatives to research and resolve issues or questions

IP Addresses

The Company collect the IP addresses used to access our Website and the dates and times of access. This information is used to analyse trends, administer the Website, track user's movement, and gather broad demographic information for aggregate use. IP addresses are not personally linked to identifiable information.

Registration for online products + services

In order to provide you with a particular Website product or service, we may request that you voluntarily supply us with Personal Information for purposes such as correspondence, website registration, submitting an application or booking request, requesting product descriptions, or participating in Website surveys and/or contests. If you are known to us as a registered user of the Company's Website, we may combine information about your use of Website products or services with certain other online and offline information we have about you as an the Company customer as well as information available from external sources in order to customize your Website experience and present you with relevant online and offline communications.

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Information use

We may use Personal Information you have given us to, for example, provide a service, ensure proper booking, and inform you about products and services. If you have provided your email address to us, we may send you email. These emails may be based on Personal Information you provided in your initial transaction with us, in surveys both online and offline, as well as available from external sources. These emails come directly from The Company. You can opt-out from receiving email from The Company as described below in the section, "Declining email." When we send you email, we may use your email address to identify information about your receipt of the email, including whether the communication was opened, how many times it was viewed and whether you clicked on an embedded hyperlink to reach a particular product or service. This information is used to measure response rates to email communications as well as enhance your Website experience.

Information you supply to us will not be passed to any third party. We may share Personal Information with law enforcement agencies in the event of a criminal investigation or suspected illegal activity.

Forward email/page

Website users can choose to request that a Website web page be sent electronically to another person. When you elect to do this, you will be required to enter your email address and name, the receiver's email address and name, a subject line, and a text message that will go to the receiver. This will generate a preformatted email message that will go from you to the receiver's mailbox with your message embedded in the text of the email. Forward/E-Mail This Page is completely voluntary and you will therefore have a choice whether or not to disclose the required information.

Online surveys

We value opinions and comments from customers of the Company, and you may have the opportunity to give us your feedback through Website surveys. In conducting these surveys, we

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may ask for your Personal Information so that we can appropriately identify you. Survey and Personal Information collected will be aggregated and used to make improvements to the Website and improve The Company products and services. Participation in these surveys is completely voluntary and you therefore have a choice whether or not to disclose the required information.

Declining email

The Company provides all users and email recipients with a means to decline receiving marketing information by email. At any time, you may request to discontinue receiving marketing email from the Company by following the opt-out instructions included within any the Company marketing email, and informing us of your preference.

Customer information

If you would like information about your account, you believe that the Company has not complied with this Privacy Policy with respect to your Personal Information, or you have other related inquiries or concerns, you may write to:

Ker & Downey Africa Pty Ltd.

12th Floor

2 Long Street

Cape Town

8001

In your letter, please describe in as much detail as possible the nature of your inquiry or the ways in which you believe that the Company's Privacy Policy has not been complied with. The Company will investigate your inquiry or concern promptly.

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Handling of advance passenger information (API)

More and more countries require airline companies that fly to them to transmit passenger data before an aircraft lands in one of them. Usually, these legal regulations encompass the transmission of data on the passengers' identity and travel documents (passport, visa).

As a general rule, the Company does not have this data, so it must collect them shortly before an aircraft departs, which increasingly is being done by means of the so-called 'machine-readable zone' in the new travel documents.

Collection of the data is done solely for immediate transmission to the authorities of the destination country.

Protecting your information

We take the Website security very seriously and we are committed to safeguarding your personal information. We take a number of administrative and technical steps to ensure the security of the information you provide to us.

Privacy policy updates

The Company reserves the right to amend this Privacy Policy where necessary due to developments in the law we encourage you to re read this from time to time so you are aware of any changes in how we gather and use your personal information.

Any changes to this Policy will be either posted on the Website, brochure and/or made available on request. The Privacy Policy on our web Website will be dated so that you are aware of when the Privacy Policy was last updated.