

# PRIVACY POLICY

## 1. Scope of the Privacy Policy

The Business takes the privacy of Users of Elands Bay Hotel very seriously. Please read the following to learn more about Elands Bay Hotel's privacy policy.

- 1.1. This policy relates to how The Business uses, stores and collects personal information collected from Users of Elands Bay Hotel.
- 1.2. Personal information is information about the User that is personally identifiable like the user's name, surname, email address, and/or postal address and that is not otherwise publicly available.
- 1.3. This policy does not apply to the practices of companies that Elands Bay Hotel does not own or control or with whom Elands Bay Hotel is affiliated or contracted, or to people that The Business does not employ or manage.
- 1.4. This Privacy Policy forms part of the Terms and Conditions of use for Elands Bay Hotel.

## 2. Use and Collection of the Information Collected

- 2.1. The Business collects personal information when the User request to be contacted or to be provided with more information on the services Elands Bay Hotel provides. The Business may combine information about a specific User with information it obtains from business partners or other companies.
- 2.2. Once a user has registered on Elands Bay Hotel the User will no longer be anonymous to The Business.
- 2.3. At the point of collection, The Business will provide the User with an "opt-out" mechanism that will provide the User the opportunity to indicate that he/she does not want The Business to send the User any further communications.
- 2.4. The Business uses information collected from Elands Bay Hotel, for the following general purposes: to fulfil User requests for products and services, provide User's with The Business's news, improve The Business's services, and to conduct research.
- 2.5. Although The Business will undertake reasonable endeavours not to allow the use of personal information for other purposes, Elands Bay Hotel cannot guarantee that personal information will not be used for other purposes.

### **3. Children**

- 3.1 The Business takes the privacy of children online very seriously. Children under the age of 13 years should have a parent/guardian's consent before providing any personal information to The Business. The business will not require or request children under this age to provide any personal information that is reasonably necessary to participate in the applicable activity on Elands Bay Hotel.
- 3.2 If The Business determines upon collection that a user is under this age, The Business will not use or maintain his/her personal information without the parent/guardian's consent.

### **4. Information Sharing and Disclosure**

The Business does not rent, sell, or share personal information about the User with other people or non-affiliated companies except to provide products or services Users have requested.

### **5. The user's ability to delete his/her information**

- 5.1. The user may edit their information, including marketing preferences, at any time, provided this information remains accurate in accordance with Elands Bay Hotel's Terms and Conditions.

### **6. Confidentiality and Security**

The Business has placed physical, technological and procedural security safeguards in place that comply with best practices to protect personal information about the user.

### **7. Changes to the Privacy Policy**

Elands Bay Hotel may update this policy. It is the responsibility of the User to keep up to date of any changes to this policy.

## **8. Feedback**

If a User has any questions, suggestions or comments, Users are requested to complete the feedback section on Elands Bay Hotel. Any comments posted on the feedback section will not be accessible to the general public.

## **9. Update of the Privacy Policy**

This Privacy Policy was last updated June 2022

Business Registration Number: 2006

Elands Bay Hotel

1 Hunter Street, Elands Bay, 8110

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