

REGAL ESCAPES



Regal Escapes Privacy Policy

Effective Date: 03 June 2025

At Regal Escapes, we are committed to protecting your privacy and complying with the Protection of Personal Information Act (POPIA) of South Africa. This Privacy Policy explains how we collect, use, store, and protect your personal information when you use our website or engage with our services.

1. Information We Collect

We may collect and process the following personal information:

- Your name, email address, phone number, and postal address.
- Travel preferences, booking details, and payment information.
- Passport, visa, and ID numbers where required for travel bookings.
- Automatically collected data such as IP addresses, browser type, access times, and usage information through cookies or similar tracking tools.

2. How We Use Your Information

Your personal information may be used to:

- Process and manage travel bookings, payments, and related services.
- Communicate with you regarding your bookings, inquiries, and exclusive offers.
- Improve our website functionality, marketing efforts, and service delivery.
- Comply with legal obligations, regulatory requirements, or respond to lawful requests.
- Detect and prevent fraud or other unlawful activity.

3. Sharing Your Information

We may disclose your personal information:

- To trusted travel partners (e.g. airlines, hotels, cruise lines) to facilitate your travel arrangements.
- To service providers who assist in our operations (e.g. IT support, marketing tools, payment gateways).
- When required by law, legal process, or to protect Regal Escapes' legal rights or the safety of others.

We do not sell or rent your personal information to third parties.

4. Data Security

We implement appropriate technical and organisational security measures to protect your data against unauthorised access, alteration, disclosure, or destruction. While we take security seriously, no method of electronic transmission or storage is fully secure and we cannot guarantee absolute protection.

5. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance user experience, analyse traffic, and improve services. You may control or disable cookies via your browser settings, although this may affect your ability to use certain features on our site.

6. Your Rights Under POPIA

You have the right to:

- Access and correct your personal information.
- Object to or request the restriction of processing.
- Request deletion of your personal data where lawful and reasonable.
- Withdraw consent for marketing communications.
- Lodge a complaint with the Information Regulator of South Africa.

To exercise any of these rights, please contact us at: enquire@regalescapes.com

7. Data Retention

We retain your personal information only as long as necessary to fulfil the purposes outlined in this policy, or as required by law or industry regulations.

8. Third-Party Links

Our website may contain links to external sites. We are not responsible for the privacy practices of those sites. Please review their privacy policies independently.

9. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Changes will be effective upon posting to our website with an updated effective date. Please review this page periodically for any updates.

10. Contact Us

If you have any questions, requests, or concerns about your personal information or this Privacy Policy, please contact us at:

 enquire@regalescapes.com