



Privacy Policy for Getaway Gateway

At Getaway Gateway, we value your privacy and are determined to protect your personal information. This Privacy Policy will outline what data is collected, how it is used and safeguarded when booking a stay at one our holiday accommodations.

1. Collection of Personal Information

The personal information of individuals collected for booking and query purposes includes but is not limited to the following:

- Full Name and Surname,
- Contact Information such as email address and phone number and,
- Any special requests or preferences

2. Use of Personal Information

Your personal information is used for the following reasons:

- The confirmation and processing of booking submissions,
- Communicating with you before, during and after your stay to improve the holiday rental experience,
- Staying compliant with local regulations and legal requirements

3. Sharing of Personal Information

Getaway Gateway does not intend to sell or share any customer's personal information with third parties, except when:

- It is required by the law or government authorities,
- It is necessary for processing payments through secure financial institutions and/or,
- Facilitating services such as cleaning or maintenance in the rental unit



4. Data Protection Measures

Getaway Gateway will implement reasonable measures to protect your personal information, including:

- Secure online booking systems,
- Restricted access to sensitive data and,
- Compliance with the POPI Act of South Africa¹

5. Retention of Information

All personal data collected will only be kept for as long as necessary to fulfil the intended purposes outlined in this policy or as required by law.

6. Your Rights

As a customer you have the right to:

- Access and review the personal data collected about you,
- Request corrections, updates and/or removal of your information from our records and,
- Withdraw your consent for certain types of data processing

7. Contact Information

For any concerns or requests regarding this Privacy Policy, do not hesitate to contact us at:

- kirsten@cndi.co.za
- 071 719 5290

¹ Protection of Personal Information Act 4 of 2013