

# Kilidove Tours Safari Customer Privacy Policy

## Overview

At Kilidove Tours, we respect your privacy and are committed to protecting the personal information you share with us. This policy outlines how we handle, store, and protect your information when you engage our safari consultancy services.

## Information Collection

We collect information in the following ways:

- **Directly from you:** When you inquire about our services, book a safari, or communicate with us, we collect your name, email address, telephone number, and any other details you provide.
- **Through your use of our services,** We gather information about your preferences, interests, and feedback related to your safari experience.
- **Payment Information:** Credit card numbers and billing information are securely processed to manage bookings and services.
- **Automatically:** When you visit our website, we may collect information through cookies and similar technologies, including your browsing behaviour and device details.
- **With Your Consent:** We may share your information for any other purpose disclosed by us when you provide the information.

## Use of Information

Your information is used to:

- Provide personalised safari consultancy and travel planning.
- Process bookings and manage your travel arrangements.
- Communicate with you about your safari plans, including updates and necessary information.
- Improve our services and customer support.
- Comply with legal obligations and protect our rights.

## Sharing of Information

Kilidove Tours safeguards your personal information and will not sell or rent it to third parties. We may share your information with:

- **Service providers** Partners such as lodges, transportation companies, and activity operators involved in your travel arrangements.
- **Legal requirements:** If law requires, we may disclose your information to authorities or in legal proceedings.

## Data Security

We prioritise the security of your information and implement appropriate technical and organisational measures to protect it against unauthorised access, alteration, disclosure, or destruction.



## **Your Rights**

You have the right to:

- Access the personal information we hold about you.
- Request the correction of inaccurate information.
- Ask for deleting your personal information, subject to certain conditions.
- Object to the processing of your data in certain circumstances.

## **Cookies and Tracking Technologies**

Our website may use cookies to enhance your online experience, gather usage data, and personalize our services. You have the option to accept or decline cookies.

## **Changes to This Policy**

We may update this privacy policy occasionally to reflect changes in our practices or legal requirements. We encourage you to review this policy periodically.

## **Contact Us**

If you have questions or concerns about our privacy practices, please get in touch with us at: [info@kilidovetours.com](mailto:info@kilidovetours.com)

## **Effective date**

This policy is effective from March 1st, 2024.

## **Revision history**

This policy was revised on April 14th 2026 and will be revised by April 2027

