

# SKY SAFARI TOURS

## PRIVACY POLICY

**Document Classification:** Public

**Document Version:** 1.0

**Effective Date:** 01 September 2026

**Last Review Date:** 01 September 2026

**Next Scheduled Review:** 01 September 2027

## Table of Contents

|                                                   |    |
|---------------------------------------------------|----|
| 1. INTRODUCTION.....                              | 5  |
| 2. SCOPE.....                                     | 6  |
| 3. ABOUT SKY SAFARI TOURS.....                    | 7  |
| 4. OUR PRIVACY PRINCIPLES.....                    | 8  |
| 5. CATEGORIES OF PERSONAL DATA WE COLLECT.....    | 9  |
| 6. HOW WE COLLECT PERSONAL DATA.....              | 13 |
| 7. LEGAL BASES FOR PROCESSING PERSONAL DATA.....  | 15 |
| 8. PURPOSES OF PROCESSING PERSONAL DATA.....      | 17 |
| 9. COOKIES AND TRACKING TECHNOLOGIES.....         | 19 |
| 10. DISCLOSURE AND SHARING OF PERSONAL DATA.....  | 21 |
| 11. THIRD-PARTY SERVICE PROVIDERS.....            | 24 |
| 12. INTERNATIONAL TRANSFERS OF PERSONAL DATA..... | 25 |
| 13. INFORMATION SECURITY MEASURES.....            | 25 |
| 14. PERSONAL DATA BREACH MANAGEMENT.....          | 26 |
| 15. DATA RETENTION.....                           | 27 |
| 16. RIGHTS OF DATA SUBJECTS.....                  | 28 |
| 17. CHILDREN'S PRIVACY.....                       | 29 |
| 18. AUTOMATED DECISION-MAKING.....                | 30 |
| 19. COMPLAINTS.....                               | 30 |
| 20. CHANGES TO THIS PRIVACY POLICY.....           | 30 |
| 21. CONTACT INFORMATION.....                      | 31 |
| ACKNOWLEDGMENT.....                               | 32 |

## DOCUMENT CONTROL

| Item            | Details                                                                                         |
|-----------------|-------------------------------------------------------------------------------------------------|
| Document Title  | Privacy Policy                                                                                  |
| Organization    | Sky Safari Tours                                                                                |
| Website         | <a href="http://www.skysafaritour.com">www.skysafaritour.com</a>                                |
| Jurisdiction    | United Republic of Tanzania                                                                     |
| Applicable Laws | Personal Data Protection Act, 2022 (Tanzania),<br>applicable regulations, GDPR where applicable |
| Approved By     | Management                                                                                      |
| Document Owner  | Sky Safari Tours                                                                                |
| Version         | 1.0                                                                                             |

# 1. INTRODUCTION

Sky Safari Tours ("Sky Safari Tours", "we", "our", or "us") is committed to protecting the privacy, confidentiality, and security of Personal Data entrusted to us by our clients, prospective clients, website visitors, business partners, suppliers, travel agents, and other individuals who interact with our business.

As a tourism and travel company, we provide safari experiences, wildlife tours, cultural tours, trekking experiences, accommodation arrangements, transportation arrangements, travel planning, and other related tourism services.

This Privacy Policy explains how Sky Safari Tours collects, uses, stores, protects, shares, transfers, and otherwise processes Personal Data obtained through our website, booking processes, travel services, communications, and business operations.

This Privacy Policy has been prepared in accordance with applicable data protection principles and laws, including:

- The Personal Data Protection Act, 2022 of the United Republic of Tanzania;
- Applicable Personal Data Protection Regulations;
- Internationally recognized privacy principles;
- The General Data Protection Regulation (GDPR), where applicable; and
- Other applicable legal and regulatory obligations.

By accessing our website, submitting an enquiry, booking a safari or tour, communicating with us, or otherwise interacting with Sky Safari Tours, you acknowledge that your Personal Data may be processed in accordance with this Privacy Policy and applicable law.

## 2. SCOPE

This Privacy Policy applies to Personal Data processed by Sky Safari Tours in connection with its business activities.

It applies to:

- Website visitors;
- Clients and prospective clients;
- Travelers and tour participants;
- Individuals making safari enquiries;
- Travel agents and tour operators;
- Business partners;
- Suppliers and service providers;
- Employees and job applicants;
- Newsletter subscribers;
- Individuals participating in promotions, events, or marketing activities.

This Privacy Policy applies regardless of whether Personal Data is collected:

- Through our website;
- Through online enquiry forms;
- By email;
- By telephone;
- Through social media platforms;
- During bookings;
- Through travel agents;
- During meetings;
- Through payment processes;
- During safari and travel arrangements;
- Through other lawful business interactions.

### 3. ABOUT SKY SAFARI TOURS

Sky Safari Tours is a tourism and travel business providing safari and travel-related services.

Our services may include:

- Wildlife safaris;
- Tanzania safari experiences;
- Private and customized tours;
- Cultural tourism experiences;
- Mountain trekking and adventure travel;
- Beach and holiday packages;
- Accommodation arrangements;
- Airport transfers;
- Transportation arrangements;
- Tour planning and itinerary preparation;
- Travel consultation;
- Group and family travel arrangements;
- Travel packages and related tourism services.

In providing these services, we may need to collect and process certain Personal Data in order to plan, organize, confirm, and deliver safe and efficient travel experiences.

We are committed to handling Personal Data responsibly and implementing appropriate safeguards to protect the information entrusted to us.

## 4. OUR PRIVACY PRINCIPLES

Sky Safari Tours is committed to processing Personal Data in a lawful, fair, transparent, secure, and responsible manner.

Our privacy practices are guided by the following principles:

### **Lawfulness, Fairness and Transparency**

We process Personal Data only where we have a legitimate and lawful reason to do so. We aim to provide clear information about how Personal Data is collected, used, stored, shared, and protected.

### **Purpose Limitation**

Personal Data is collected only for specific, legitimate, and clearly defined purposes.

We will not use Personal Data for purposes incompatible with the original purpose of collection unless permitted or required by applicable law.

### **Data Minimization**

We collect only Personal Data that is reasonably necessary for the services requested or for legitimate business and legal purposes.

### **Accuracy**

We take reasonable steps to ensure that Personal Data is accurate and up to date.

Clients are encouraged to notify us if their personal or travel information changes.

### **Storage Limitation**

Personal Data is retained only for as long as necessary to fulfil the purposes for which it was collected or to comply with legal, regulatory, contractual, accounting, or operational requirements.

## **Integrity and Confidentiality**

We implement appropriate technical, administrative, organizational, and physical safeguards to protect Personal Data against unauthorized access, disclosure, loss, destruction, alteration, or misuse.

## **Accountability**

Sky Safari Tours is responsible for implementing reasonable procedures and controls to support compliance with applicable data protection obligations.

## **5. CATEGORIES OF PERSONAL DATA WE COLLECT**

Depending on the nature of your interaction with us and the services requested, we may collect the following categories of Personal Data.

### **Identity Information**

This may include:

- Full name;
- Nationality;
- Date of birth;
- Gender, where necessary for travel arrangements;
- Passport information;
- National identification information, where legally required;
- Visa information, where relevant;
- Other identification information necessary for travel arrangements.

## **Contact Information**

This may include:

- Email address;
- Telephone number;
- WhatsApp number;
- Residential or postal address;
- Country of residence;
- Emergency contact details.

## **Travel and Booking Information**

We may collect information relating to your travel arrangements, including:

- Travel dates;
- Preferred destinations;
- Safari preferences;
- Accommodation preferences;
- Transportation arrangements;
- Flight details;
- Arrival and departure information;
- Number of travellers;
- Tour itinerary;
- Special travel requests;
- Booking history.

## **Payment and Financial Information**

Where necessary for bookings and payments, we may collect:

- Billing information;
- Payment references;
- Transaction information;
- Invoice details;
- Booking payment status.

Payment card information may be processed through authorized payment service providers.

## **Health and Special Assistance Information**

Where necessary for the safe provision of travel services, we may collect limited information concerning:

- Dietary requirements;
- Food allergies;
- Mobility requirements;
- Accessibility requirements;
- Medical conditions relevant to travel safety;
- Emergency medical information voluntarily provided by you.

We request that you provide only information necessary for the relevant travel arrangements.

## **Technical Information**

When you visit our website, certain technical information may be collected automatically, including:

- Internet Protocol (IP) address;
- Browser type;
- Device information;
- Operating system;
- Website pages visited;
- Date and time of access;
- Referring websites;
- Session information;
- Website interaction information.

## **Communications**

We may retain communications you send to us, including:

- Emails;
- Website enquiries;
- Customer support requests;
- Feedback;
- Reviews;
- Messages submitted through communication platforms.

## **Marketing Preferences**

Where applicable, we may collect information relating to:

- Newsletter subscriptions;
- Marketing preferences;
- Communication preferences;
- Consent to receive promotional materials.

## 6. HOW WE COLLECT PERSONAL DATA

Sky Safari Tours collects Personal Data through lawful and transparent means.

### **Information Provided Directly by You**

We may collect Personal Data when you:

- Submit an enquiry through our website;
- Request a quotation;
- Book a safari or tour;
- Contact us by email or telephone;
- Subscribe to our newsletter;
- Complete booking forms;
- Provide traveller information;
- Make payments;
- Participate in promotions;
- Submit feedback or reviews;
- Apply for employment opportunities.

### **Information Collected Automatically**

When you visit our website, certain information may be collected automatically through:

- Cookies;
- Server logs;
- Analytics tools;
- Similar tracking technologies.

This information may include:

- IP address;
- Browser information;
- Device information;
- Operating system;
- Pages visited;
- Date and time of access;
- Website usage patterns.

### **Information Received from Third Parties**

We may receive Personal Data from:

- Travel agents;
- Tour operators;
- Business partners;
- Accommodation providers;
- Transportation providers;
- Payment service providers;
- Booking platforms;
- Publicly available sources;
- Other individuals authorized to provide information on your behalf.

Where a third party provides Personal Data to us, that party is responsible for ensuring that it has the appropriate authority or lawful basis to do so.

## 7. LEGAL BASES FOR PROCESSING PERSONAL DATA

Where required by applicable law, Sky Safari Tours processes Personal Data only where an appropriate legal basis exists.

Depending on the circumstances, processing may be based on:

### **Consent**

We may process Personal Data where you have freely provided clear and informed consent.

Where processing is based solely on consent, you may withdraw your consent subject to applicable legal requirements.

### **Performance of a Contract**

Processing may be necessary to:

- Process bookings;
- Arrange safari services;
- Confirm travel arrangements;
- Organize accommodation;
- Arrange transportation;
- Deliver requested travel services;
- Provide customer support;
- Manage contractual relationships.

## **Legal Obligations**

We may process Personal Data where necessary to comply with:

- Applicable laws;
- Tax obligations;
- Regulatory requirements;
- Court orders;
- Lawful requests from government authorities.

## **Legitimate Business Interests**

We may process Personal Data where necessary for legitimate business interests, provided such interests do not override your rights and freedoms.

Examples may include:

- Improving our services;
- Managing customer relationships;
- Preventing fraud;
- Maintaining website security;
- Conducting internal business analysis;
- Protecting our legal rights.

## **Protection of Vital Interests**

In limited circumstances, Personal Data may be processed where necessary to protect the life, health, or safety of an individual.

## 8. PURPOSES OF PROCESSING PERSONAL DATA

Sky Safari Tours processes Personal Data only for legitimate and specified purposes.

These purposes may include:

### **Providing Travel and Tourism Services**

We process Personal Data to:

- Plan safari experiences;
- Prepare travel itineraries;
- Process bookings;
- Arrange accommodation;
- Arrange transportation;
- Coordinate airport transfers;
- Organize tourism activities;
- Provide travel support;
- Respond to customer requests.

### **Customer Relationship Management**

Personal Data may be processed to:

- Respond to enquiries;
- Prepare quotations;
- Communicate with clients;
- Confirm bookings;
- Provide customer support;
- Manage customer accounts;
- Handle complaints.

## **Booking Administration**

We may process information to:

- Confirm reservations;
- Manage travel schedules;
- Coordinate service providers;
- Process booking changes;
- Send travel confirmations;
- Manage cancellations or amendments.

## **Payment Processing**

Personal Data may be processed to:

- Issue invoices;
- Confirm payments;
- Maintain financial records;
- Process refunds where applicable;
- Prevent fraudulent transactions.

## **Safety and Emergency Support**

Where necessary, Personal Data may be processed to:

- Respond to emergencies;
- Contact emergency contacts;
- Coordinate necessary assistance;
- Support traveller safety.

## **Business Improvement**

We may process Personal Data to:

- Improve customer experience;
- Improve our website;
- Analyze service performance;
- Understand customer preferences;
- Develop new travel products and services.

## **Marketing Communications**

Where permitted by law or with your consent, we may use your contact information to:

- Send newsletters;
- Share travel offers;
- Promote safari packages;
- Provide travel updates;
- Inform you about new destinations or services.

You may opt out of marketing communications at any time by following the unsubscribe instructions or contacting us directly.

## **9. COOKIES AND TRACKING TECHNOLOGIES**

Sky Safari Tours may use cookies and similar technologies to improve website functionality, understand website usage, and enhance user experience.

## **What Are Cookies?**

Cookies are small text files stored on your device when you visit a website.

They may help websites:

- Remember user preferences;
- Improve website performance;
- Analyze visitor activity;
- Maintain website security.

## **Types of Cookies We May Use**

### **Essential Cookies**

These cookies may be necessary for:

- Basic website functionality;
- Security;
- Session management;
- Website navigation.

### **Performance and Analytics Cookies**

These cookies may help us understand:

- Website traffic;
- Pages visited;
- Visitor behaviour;
- Website performance;
- Technical issues.

### **Functional Cookies**

These cookies may remember preferences such as:

- Language preferences;
- Region settings;
- Website preferences.

### **Third-Party Cookies**

Our website may use services provided by trusted third parties, including analytics or website service providers.

Such third parties may process information in accordance with their own privacy policies.

### **Managing Cookies**

Most web browsers allow users to:

- Accept cookies;
- Reject cookies;
- Delete cookies;
- Restrict certain tracking technologies.

Please note that disabling certain cookies may affect the functionality of our website.

## **10. DISCLOSURE AND SHARING OF PERSONAL DATA**

Sky Safari Tours does not sell Personal Data.

We may disclose Personal Data only where necessary for legitimate business purposes, service delivery, contractual performance, legal compliance, safety, or with appropriate authorization.

## **Service Providers**

We may share necessary Personal Data with trusted service providers involved in delivering travel services, including:

- Hotels;
- Lodges;
- Camps;
- Transportation providers;
- Tour guides;
- Safari operators;
- Airlines;
- Travel agents;
- Payment service providers;
- Insurance providers;
- Technology and website service providers.

Only the information reasonably necessary for the relevant service should be shared.

## **Employees and Authorized Personnel**

Access to Personal Data is restricted to authorized employees or representatives who require access to perform their duties.

Such individuals are expected to maintain confidentiality and follow applicable company procedures.

## **Professional Advisers**

Where necessary, Personal Data may be shared with:

- Lawyers;
- Accountants;
- Auditors;
- Insurance providers;
- Professional advisers.

## **Legal Requirements**

We may disclose Personal Data where required by:

- Applicable law;
- Court orders;
- Regulatory authorities;
- Government authorities acting within their lawful powers;
- Law enforcement agencies where legally required.

## **Business Transactions**

In the event of a merger, restructuring, acquisition, sale of assets, or other business transaction, Personal Data may be transferred where legally permitted and subject to appropriate safeguards.

## 11. THIRD-PARTY SERVICE PROVIDERS

Sky Safari Tours may engage third-party service providers to support our operations.

These may include providers of:

- Accommodation services;
- Transportation services;
- Safari activities;
- Payment processing;
- Website hosting;
- Cloud storage;
- Email services;
- Booking management systems;
- Marketing platforms;
- Technical support.

We take reasonable steps to ensure that service providers handle Personal Data appropriately and only for authorized purposes.

Where appropriate, contractual obligations or other safeguards may be used to protect Personal Data.

## 12. INTERNATIONAL TRANSFERS OF PERSONAL DATA

Because tourism services may involve international travellers and service providers, Personal Data may be transferred or accessed outside the country in which it was originally collected.

Where international transfers occur, Sky Safari Tours will take reasonable steps to ensure that appropriate safeguards are applied in accordance with applicable data protection laws.

Safeguards may include:

- Contractual data protection obligations;
- Secure technology systems;
- Access controls;
- Confidentiality obligations;
- Appropriate technical and organizational measures;
- Other lawful transfer mechanisms.

## 13. INFORMATION SECURITY MEASURES

Sky Safari Tours takes reasonable steps to protect Personal Data against unauthorized access, accidental loss, misuse, alteration, disclosure, or destruction.

Our security measures may include:

### **Administrative Safeguards**

- Privacy procedures;
- Confidentiality obligations;
- Staff awareness;
- Access management procedures;
- Internal controls.

### **Technical Safeguards**

- Secure systems;
- Password protection;
- Access controls;
- Secure communications where appropriate;
- Backup procedures;
- Website security measures.

### **Physical Safeguards**

Where applicable, physical safeguards may include:

- Controlled access to offices;
- Secure storage of documents;
- Protection of physical records.

Although we take reasonable precautions, no method of electronic transmission or storage can be guaranteed to be completely secure.

We continually seek to review and improve our security practices where appropriate.

## **14. PERSONAL DATA BREACH MANAGEMENT**

Sky Safari Tours takes Personal Data security incidents seriously.

Where a Personal Data Breach is identified, we may take appropriate steps to:

- Contain the incident;
- Investigate the cause;
- Assess potential risks;
- Protect affected information;

- Restore affected systems where applicable;
- Implement corrective actions;
- Comply with applicable notification requirements.

Where required by applicable law, relevant authorities and affected individuals may be notified.

## 15. DATA RETENTION

Sky Safari Tours retains Personal Data only for as long as reasonably necessary to:

- Provide requested services;
- Complete travel arrangements;
- Maintain booking records;
- Meet legal and tax obligations;
- Resolve disputes;
- Enforce agreements;
- Protect legitimate business interests.

Retention periods may vary depending on:

- The type of information;
- The purpose of processing;
- Legal obligations;
- Contractual requirements;
- Operational requirements.

When Personal Data is no longer required, we may securely delete, anonymize, destroy, or otherwise dispose of it in accordance with applicable procedures and legal requirements.

## 16. RIGHTS OF DATA SUBJECTS

Subject to applicable law, individuals whose Personal Data is processed by Sky Safari Tours may have certain rights.

These may include:

### **Right to be Informed**

You may have the right to receive information about how your Personal Data is collected and processed.

### **Right of Access**

You may request confirmation as to whether we process your Personal Data and request access to relevant information, subject to applicable legal limitations.

### **Right to Rectification**

You may request correction of inaccurate, incomplete, or outdated Personal Data.

### **Right to Erasure**

Where permitted by applicable law, you may request deletion of Personal Data where:

- The information is no longer necessary;
- Consent has been withdrawn where applicable;
- Processing is unlawful;
- Deletion is required by law.

This right may be subject to legal or contractual obligations requiring us to retain certain information.

### **Right to Restriction of Processing**

You may request restriction of certain processing activities where permitted by applicable law.

**Right to Object**

You may object to certain processing activities, particularly where processing is based on legitimate interests or direct marketing.

**Right to Data Portability**

Where applicable and technically feasible, you may request Personal Data in a structured and commonly used format.

**Right to Withdraw Consent**

Where processing is based on consent, you may withdraw your consent at any time.

Withdrawal of consent does not affect the lawfulness of processing carried out before consent was withdrawn.

## 17. CHILDREN'S PRIVACY

Sky Safari Tours recognizes the importance of protecting children's privacy.

Where travel services involve children, Personal Data relating to children may be collected only where necessary for legitimate travel, booking, accommodation, transportation, safety, or legal purposes.

Where required by applicable law, appropriate consent from a parent or legal guardian may be required.

We encourage parents and guardians to supervise the online activities of children.

## 18. AUTOMATED DECISION-MAKING

Sky Safari Tours does not ordinarily make decisions based solely on automated processing where such decisions would produce significant legal or similar effects on individuals.

Where automated systems are used for operational purposes, reasonable safeguards will be implemented where appropriate.

## 19. COMPLAINTS

Sky Safari Tours takes privacy concerns seriously.

If you believe that your Personal Data has been processed in a manner inconsistent with this Privacy Policy or applicable data protection laws, you are encouraged to contact us so that we can investigate and attempt to resolve the matter.

Complaints should provide sufficient information to enable us to understand and investigate the concern.

Where applicable, individuals may also have the right to lodge a complaint with the relevant data protection authority.

## 20. CHANGES TO THIS PRIVACY POLICY

Sky Safari Tours may update this Privacy Policy from time to time to reflect:

- Changes in applicable laws;
- Changes in our services;
- Changes in technology;
- Changes in business operations;
- Improvements in privacy practices;
- Security enhancements.

Where material changes are made, we may take reasonable steps to notify affected individuals through our website or other appropriate communication channels.

The updated Privacy Policy will become effective from the date indicated at the beginning of the revised document.

We encourage users to review this Privacy Policy periodically.

## 21. CONTACT INFORMATION

If you have questions, requests, complaints, or concerns regarding this Privacy Policy or the processing of your Personal Data, please contact Sky Safari Tours through the contact details available on our website:

### **Sky Safari Tours**

**Website:** [www.skysafaritour.com](http://www.skysafaritour.com)

For privacy-related enquiries, please contact us using the official contact information published on our website.

Privacy-related requests may include:

- Requests for access to Personal Data;
- Requests for correction of Personal Data;
- Requests for deletion of Personal Data;
- Withdrawal of consent;
- Questions regarding this Privacy Policy;
- Privacy complaints;
- General data protection enquiries.

We will make reasonable efforts to respond to legitimate privacy requests within the timeframes required by applicable law.

## ACKNOWLEDGMENT

By accessing our website, submitting an enquiry, booking a safari or tour, using our services, communicating with Sky Safari Tours, or otherwise providing Personal Data to us, you acknowledge that you have read and understood this Privacy Policy.

Nothing in this Privacy Policy is intended to limit or exclude any rights that cannot lawfully be excluded under applicable data protection laws.

## FINAL STATEMENT

Privacy is an important part of trust, responsible tourism, and quality customer service.

Sky Safari Tours is committed to protecting Personal Data through responsible business practices, appropriate security measures, transparency, and continuous improvement.

We aim to process Personal Data responsibly while providing memorable, safe, and high-quality safari and travel experiences.

This Privacy Policy should be read together with any applicable booking terms and conditions, travel agreements, consent notices, and other policies issued by Sky Safari Tours.