

Veyra Travel – Privacy Policy (Client Summary)

1. Who We Are

Veyra Travel values your privacy. We collect and use personal information lawfully, responsibly, and only where necessary to provide our travel services and comply with legal requirements.

2. Contact Details

If you have questions about this policy or your personal information, please contact our Information Officer:

Name: Rozanne Botha

Phone: 071 883 8578

Email: info@veyratravel.co.za

3. What Information We Collect

We may collect personal information such as:

- Your name, contact details, ID/passport details
- Booking, travel, payment, and preference information
- Information required for visas, insurance, accommodation, flights, or tours
- Website usage and technical information (cookies, IP address)
- Employee or job applicant information (where applicable)

Some information, such as health or special travel requirements, may be collected **only where necessary** and permitted by law.

4. How We Collect Information

We collect information when you:

- Book or enquire about travel services
- Contact us by email, phone, website, or social media
- Use our website or online systems
- Apply for a job with us
- Interact with our suppliers through a booking made by us

We may also receive information from trusted third parties such as airlines, hotels, insurers, banks, or government authorities.

5. How We Use Your Information

We use your information to:

- Arrange and manage your travel bookings
- Process payments and issue documentation
- Communicate with you about your travel

- Comply with legal and regulatory requirements
- Improve our services and customer experience
- Send marketing communications (you may opt out at any time)

We will not use your information for unrelated purposes without notice.

6. Sharing Your Information

We may share your information **only when necessary**, including with:

- Airlines, hotels, tour operators, car hire companies, and other travel suppliers
- Insurers and visa service providers
- Banks, payment processors, and IT service providers
- Regulators or authorities where required by law

Some of these parties may be located **outside South Africa**, and data protection laws in those countries may differ. By booking through us, you acknowledge and accept this.

We do **not sell** your personal information.

7. Marketing

We may send you marketing messages about similar services if you are an existing customer, as allowed by law.

You can **opt out at any time**, free of charge, using the unsubscribe option or by emailing us.

8. Data Security

We take reasonable technical and organisational steps to protect your personal information.

However, no system is completely secure, and we cannot guarantee absolute security unless required by law.

9. How Long We Keep Your Information

We keep your information only for as long as:

- Required by law or contract
- Necessary to provide our services
- Legitimate business or regulatory reasons apply

When no longer needed, your information is securely deleted or destroyed.

10. Your Rights

You have the right to:

- Access your personal information
- Request corrections or updates
- Request deletion (where legally possible)
- Object to or restrict certain processing

- Withdraw consent (where applicable)

Requests can be made using the contact details above. We respond within legally required timeframes.

11. Children

Our services are not intended for children under 18 without parental or legal consent.

12. Cookies & Website Use

Our website uses cookies to improve functionality and user experience. You may disable cookies in your browser, but some features may not work correctly.

13. Third-Party Websites

Our website may link to third-party sites. We are **not responsible** for their privacy practices.

14. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always apply and may be communicated via our website or email.

15. Governing Law

This Privacy Policy is governed by the laws of **South Africa**.