

# Siviti

## TIMBAVATI PLAINS

### Privacy and Cookie Policy

At Siviti, we are committed to protecting your privacy and ensuring that your personal information is handled responsibly and transparently. This policy outlines how we collect, use, and safeguard your data in compliance with the Protection of Personal Information Act (POPIA) and other relevant laws in South Africa.

#### 1. Information We Collect

We may collect personal information when you:

- Visit our website or engage with our social media platforms.
- Fill out a contact form, subscribe to our newsletter, or make a booking.
- Interact with us via email, phone, or other communication methods.

The information we collect may include your:

- Name, email address, and contact details.
- Booking preferences and inquiry details.
- Browsing behaviour, device information, and cookies (see Section 4).

#### 2. How We Use Your Information

Your information is used to:

- Provide and improve our services.
- Respond to inquiries and manage bookings.
- Send newsletters, promotional content, and updates (with your consent).
- Analyse website performance and user behaviour.

We do not sell or share your personal information with unauthorised third parties.

#### 3. Sharing Your Information

Your data may be shared with trusted service providers for the purposes of website hosting, analytics, or marketing. We ensure that all third parties comply with POPIA and handle your information securely.

## 4. Use of Cookies

Cookies are small text files stored on your device to enhance your browsing experience. We use cookies to:

- Understand user behaviour and improve website functionality.
- Measure website performance and marketing campaign effectiveness.

We utilize cookies from third-party services, including, but not limited to:

- Meta: For targeted advertising and social media tracking.
- Google Analytics: For website traffic analysis and insights.

By using our website, you consent to the use of these cookies. You can manage or disable cookies in your browser settings.

## 5. Data Security

We implement industry-standard measures to protect your data from unauthorised access, loss, or misuse. However, please note that no online system is completely secure.

## 6. Your Rights

Under POPIA, you have the right to:

- Access the personal information we hold about you.
- Request corrections to inaccurate or incomplete data.
- Withdraw consent for direct marketing communications.
- Lodge a complaint with the Information Regulator of South Africa.

To exercise these rights, please contact us at [hello@siviti.com](mailto:hello@siviti.com)

## 7. Updates to This Policy

We may update this policy periodically to reflect changes in our practices or legal requirements. Any updates will be posted on this page with the revised effective date.

## 8. Contact Us

For any questions or concerns about this Privacy and Cookie Policy, please contact us:

Email: [hello@siviti.com](mailto:hello@siviti.com)

Phone: +27 (0) 78 888 3935

Address: 11 Trek Road, Cape Town, Western Cape, South Africa, 8001

By using our services, you acknowledge that you have read, understood, and agreed to this Privacy and Cookie Policy.