

## Data Protection Policy

At Halam Enterprises t/a Wild Horizons ("Wild Horizons", "we", "us", or "our"), we are committed to protecting the personal data of our customers, suppliers and partners and employees in compliance with applicable data protection laws, including the **General Data Protection Regulation (GDPR)** and relevant national laws.

This Data Protection Policy outlines how we handle personal data responsibly and transparently.

### 1. Scope of the Policy

This policy applies to all personal data collected, processed, or stored by Wild Horizons. It includes data collected from:

- Customers
- Employees
- Suppliers and partners

### 2. Data Protection Principles

Wild Horizons is committed to processing personal data in line with the following principles:

- 1. Lawfulness, Fairness, and Transparency**  
Personal data will be processed lawfully, fairly, and transparently.
- 2. Purpose Limitation**  
Data will only be collected for specified, explicit, and legitimate purposes and not further processed in ways incompatible with those purposes.
- 3. Data Minimization**  
Only data that is adequate, relevant, and limited to what is necessary for the specified purposes will be collected.
- 4. Accuracy**  
Personal data will be accurate and kept up-to-date where necessary.
- 5. Storage Limitation**  
Data will not be retained for longer than necessary for its purposes.
- 6. Integrity and Confidentiality**  
Appropriate security measures will be applied to protect data against unauthorized access, loss, or damage.

### 3. Personal Data We Collect

The categories of personal data we may collect include:

- **Customer Data:** Name, contact details, passport information, travel preferences, and payment details.
- **Employee Data:** Personal identification, employment details, bank information, and performance records.
- **Supplier/Partner Data:** Contact details, business credentials, and relevant payment information.

### 4. Legal Basis for Processing

We process personal data based on the following legal grounds:

- **Contractual Obligation:** To fulfill contracts (e.g., booking services).
- **Legal Obligation:** Compliance with legal and regulatory requirements.
- **Legitimate Interest:** For operational purposes, such as improving services.
- **Consent:** Where explicit consent has been provided (e.g., for marketing communications).

### 5. How We Use Personal Data

We use personal data for the following purposes:

1. **Service Delivery:** Processing bookings, managing payments, and organizing excursions.
2. **Customer Support:** Responding to inquiries and feedback.
3. **Operational Efficiency:** Managing employees, suppliers, and partner relationships.
4. **Marketing and Communication:** Sending updates, offers, and newsletters (with consent).
5. **Legal Compliance:** Fulfilling legal obligations, such as tax and reporting requirements.

### 6. Data Sharing and Disclosure

We may share personal data under the following circumstances:

- **With Service Providers:** To deliver services (e.g., accommodation, excursions, and transportation).

- **With Legal Authorities:** When required to comply with legal or regulatory obligations.
- **Within Our Organization:** For operational purposes.

All third parties handling data on our behalf are required to implement strict confidentiality and security measures.

## 7. Data Security

We implement appropriate technical and organizational measures to safeguard personal data, including:

- Secure servers
- Controlled access to data by authorized personnel only
- Regular reviews of security systems and processes

In the event of a data breach, we will notify affected individuals and relevant authorities in accordance with legal requirements.

## 8. Data Retention

Personal data will be retained only for as long as necessary to fulfill its purposes, comply with legal obligations, or resolve disputes. Specific retention periods will be applied based on the type of data processed.

## 10. Updates to This Policy

We may update this policy from time to time to reflect changes in legal requirements or our data processing activities. Updates will be communicated via our website.

## 11. Contact Us

For questions, concerns, or requests related to this Data Protection Policy, please contact:

### **Halam Enterprises t/a Wild Horizons**

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**Document Control Sheet**

<b>Document Name:</b>	Wild Horizons Data Protection Policy
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<b>Document sign-off</b>	
The Executive Committee of Wild Horizons.	

<b>Change process:</b>	
Recommend any changes to the content owner.	

**Document Control Information**

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