

Privacy Policy for Via Africa Expeditions

Effective Date: November 26, 2024

1. Introduction

At Via Africa Expeditions, your privacy is important to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website (www.viaafricaexpeditions.com), contact us via email, phone, or WhatsApp, or use our services. Please read this policy carefully to understand our practices regarding your personal data.

2. Information We Collect

We may collect the following types of information:

a. Personal Information

- Full Name
- Email Address
- Phone Number
- Billing Address
- Passport Information (for travel documentation purposes)
- Emergency Contact Details

b. Non-Personal Information

- Browser type and version
- IP address
- Operating system
- Usage data (e.g., pages visited, time spent on site)

c. Payment Information

- Credit/debit card details
- Bank transfer details

(Note: Payment information is processed securely and not stored on our servers.)

d. Special Requirements

- Dietary restrictions
- Medical conditions
- Travel insurance details

(These are collected to ensure safety and comfort during safaris and Kilimanjaro expeditions.)

3. How We Use Your Information

We use the information collected for the following purposes:

- To process bookings and provide our safari and Kilimanjaro expedition services.
- To communicate with you regarding your inquiries, bookings, and special offers.
- To comply with legal obligations and travel requirements.
- To improve our website, products, and customer service experience.
- To send promotional emails or WhatsApp messages (you may opt out at any time).
- In emergencies, to contact authorities or emergency services to ensure your safety.

4. WhatsApp Messaging

By contacting us via WhatsApp, you consent to us using your phone number to respond to inquiries, share booking updates, and provide promotional offers. You may opt out of receiving messages at any time by notifying us.

5. How We Protect Your Information

We implement industry-standard security measures to protect your personal data, including:

- Encryption for sensitive information (e.g., payment details).
- Secure servers and firewalls to prevent unauthorized access.
- Limited access to your data, restricted to authorized personnel.

While we strive to safeguard your information, please note that no method of transmission over the Internet is 100% secure.

6. Sharing of Information

We do not sell or rent your personal information to third parties. However, we may share your information in the following circumstances:

- Service Providers: With trusted third parties who assist us in processing payments, arranging tours, and delivering our services.
- Legal Compliance: When required by law or in response to valid legal requests.
- Business Transfers: In the event of a merger, acquisition, or sale of company assets, your data may be transferred to the new owner.

7. Cross-Border Data Transfers

As we serve international clients, your personal data may be processed or stored in Tanzania or other jurisdictions. By using our services, you consent to such data transfers, which will comply with applicable laws.

8. Cookies and Tracking Technologies

We use cookies to enhance your browsing experience. These cookies may track your behavior on our website to improve our services. You can disable cookies through your browser settings; however, this may limit functionality on our website.

9. Children's Privacy

We do not knowingly collect personal information from children under the age of 16 without parental consent. If we discover that such information has been provided without consent, we will promptly delete it.

10. Your Rights

As a customer, you have the following rights regarding your personal data:

- Access and Update: Request access to or corrections of your personal information.
- Opt-Out: Unsubscribe from marketing communications.
- Deletion: Request the deletion of your personal data, subject to legal or contractual obligations.

To exercise these rights, contact us at info@viaafricaexpeditions.com or +255 742 426 299.

11. Data Retention

We retain your personal data only as long as necessary to fulfill the purposes outlined in this policy or to comply with legal obligations.

12. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these external sites. Please review their privacy policies before providing any personal information.

13. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and the effective date will be updated accordingly. We encourage you to review this page periodically to stay informed.

14. Contact Us

If you have questions or concerns about this Privacy Policy or how we handle your data, please contact us at:

Via Africa Expeditions

Email: info@viaafricaexpeditions.com

Phone/WhatsApp: +255 742 426 299