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AFRIKA PANTHERA SAFARIS

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PRIVACY POLICY

Your information, safe in our hands

How Afrika Panthera Safaris collects, uses, shares and protects your personal information, and the choices you have.

Afrika Panthera Safaris Ltd ("we", "us") is a tour company based in Kitumba, Fort Portal, Uganda. We respect your privacy and protect the personal information you trust us with, in line with Uganda's Data Protection and Privacy Act, 2019, its regulations and other applicable laws. This policy applies to our guests and travellers, website visitors, job applicants, suppliers, partners and anyone else whose information we handle.

Only what we need
We collect only the information needed to plan and run your safari safely.

Never sold
We never sell or rent your personal information to anyone.

Your choice
You can see, correct or delete your information, and unsubscribe at any time.

1. What we collect

Type of information	Examples
Identity and contact	Name, email, phone or WhatsApp number, address, nationality and date of birth.
Travel documents	Passport details, needed for gorilla and chimpanzee permits, park entry, flights and accommodation.
Trip details	Travel dates, itinerary, preferences, room arrangements and special requests.
Health and access needs	Dietary needs, allergies, medical conditions and mobility needs, collected only with your consent to keep you safe.
Emergency contact	Name and phone number of someone we can contact in an emergency, and your travel insurance details.
Payment	Billing details and payment records. Card payments are handled by secure payment providers; we do not store full card numbers.
Communications	Your enquiries, emails, WhatsApp messages, reviews, feedback and complaints.
Website use	Basic technical information such as your device, browser and pages visited, collected through cookies (see Section 7).

We collect this information when you contact us, make a booking, fill in a form on our website, travel with us or give us feedback. If you book for other people, such as family members, please make sure they are happy for you to share their details with us.

2. Why we use it

Your booking Planning and managing your safari, and reserving accommodation, transport, permits and activities.	**Your safety** Meeting your health, dietary and access needs, and acting quickly in an emergency.	**Staying in touch** Contacting you before, during and after your trip.
Payments Processing payments, refunds and accounts.	**Getting better** Using your feedback and complaints to improve our service.	**The law** Meeting legal, tax, immigration and tourism requirements.

We use your information only where we have a lawful reason: your consent, to carry out our contract with you, to meet a legal duty, or for our legitimate business needs in a way that respects your rights. We will not use it for unrelated purposes without asking you first.

3. Who we share it with

We share only the information each partner needs to deliver your trip:

- Lodges, hotels and camps where you stay.
- Transport, flight, activity and excursion providers.
- The Uganda Wildlife Authority and other government bodies for permits, immigration, health or tourism requirements.
- Payment providers and banks.
- Medical providers and your insurer, if you need help in an emergency.
- Our professional advisers, or the authorities, where the law requires it.

Our partners must protect your information and use it only to deliver your services. Some partners, such as overseas travel agents, insurers or booking systems, may be outside Uganda; when we share information abroad, we take reasonable steps to make sure it is properly protected, as Ugandan law requires.

4. How we keep it safe

Limited access Only team members who need your information to do their job can see it.	**Secure devices** Password-protected laptops and accounts, kept up to date.	**Safe records** Paper records are kept locked away and shredded when no longer needed.	**Trained team** Our team and guides are trained to keep guest information private.

5. Photos, marketing and children

- **Marketing:** we send newsletters and offers only if you agree. Every message has an easy way to unsubscribe, or just tell us.
- **Photos and reviews:** we only use photos, videos or testimonials that identify you in our marketing with your permission.

- **Children:** we collect children's information only from a parent or guardian, and only to arrange their trip. We never use identifiable photos of children without a parent's written consent.

6. How long we keep it

We keep personal information only as long as we need it to deliver your trip, deal with questions or complaints, and meet legal, tax and accounting requirements. Financial records are kept for as long as Ugandan law requires. After that, we securely delete or destroy the information.

7. Cookies and our website

Our website, afrikapanthera.com, may use cookies: small files that help the site work and show us how visitors use it, so we can improve it. You can block or delete cookies in your browser settings, although some parts of the site may then not work as well. Our website may link to other sites, such as social media or review sites, which have their own privacy policies.

8. Your rights

Under Uganda's Data Protection and Privacy Act, you can ask us to:

See it	Fix it	Delete it	Stop it
Get a copy of the information we hold about you.	Correct or update information that is wrong or incomplete.	Delete your information, where the law allows.	Object to how we use it, or withdraw your consent, including for marketing.

To make a request, contact us using the details below. We may ask you to confirm your identity, and we aim to reply within 30 days.

9. If something goes wrong

If your personal information is ever lost, stolen or seen by someone who should not see it, we will act quickly to contain it, reduce any harm, and, where the law requires, inform Uganda's Personal Data Protection Office and the people affected.

10. Questions and complaints

If you have a question or concern about your privacy, please contact us first. We will look into it promptly, fairly and confidentially. If you are not satisfied with our answer, you may contact the Personal Data Protection Office of Uganda.

Contact us about your privacy

Who: The Managing Director, Afrika Panthera Safaris Ltd
Email: info@afrikapanthera.com
Phone / WhatsApp: +256 774 056 769 / +256 702 965 665
Post: P.O. Box 390421, Kabarole, Uganda
Website: www.afrikapanthera.com

11. Changes to this policy

We review this policy at least every two years, or sooner if the law, technology or the way we work changes. The latest version is always on our website. This policy is approved by the Managing Director and applies to all our employees, guides, contractors and partners who handle personal information on our behalf.