

TIRITOSE SUSTAINABLE TRAVEL PRIVACY POLICY

Tiritose Sustainable Travel is a wholly owned social enterprise of Tiritose Trust; a non-profit organisation with its global headquarters in Harare, Zimbabwe. The privacy policy explains how our organisation uses the personal data we collect from you when you use our website.

THE INFORMATION WE COLLECT

Tiritose Sustainable Travel collects the following types of data:

- Personal identification information (Name, email, phone number etc)
- Transaction information (payment details to and from you on services you have purchased from us)
- Technical information (internet protocol (IP) address, login details, browser type & version, timezone setting & location, browser plug-in type & versions, operating system & platform and other technology you use to access our website)
- Marketing & communication information (your preference in receiving marketing from us and our third parties as well as your communication preferences)
- Special information (health information related to your programme or criminal history as related to your travel programme)

Should you fail to provide personal information in instances where we are required to obtain such data either by law or contract between our organisation and yourself, we may not be able to fulfil the terms of the contract we are entering with you. In such cases, we may not be able to complete your booking nor provide any other service to you. We will notify you timeously when this is the case.

HOW YOUR INFORMATION IS COLLECTED?

You directly provide Tiritose Sustainable Travel with most of the information we collect. We collect information and process data when you:

- Register online or book one of our travel products.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- We receive technical information when you use websites employing our cookies
- Third party sites such as Google Analytics & advertising networks such as Google AdWords. Facebook & Bing

HOW YOUR INFORMATION IS UTILISED

Tiritose Sustainable Travel collects your information so that we can:

- Process your booking & manage your account
 - Email you with special offers on other products & services we think you might like
 - Comply with a legal or regulatory obligation

You have the right to withdraw consent to marketing at any time by contacting us.

When Tiritose Sustainable Travel receives your data & processes your booking, we may send your information to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

HOW YOUR INFORMATION IS STORED

Tiritose Sustainable Travel securely stores your data for as long as necessary to fulfil the purposes we collected it for, including satisfying any legal, accounting and reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

MARKETING

Tiritose Sustainable Travel would like to send you information about our products and services that we think you might like. If you agreed to receive marketing material, you may always opt out at a later stage.

You have the right to at any time stop Tiritose Sustainable Travel from contacting you for marketing purposes or giving your information to other brands under Tiritose Trust.

YOUR DATA PROTECTION RIGHTS

Tiritose Sustainable Travel would like to make sure that you are fully aware of all your data protection rights. Each user is entitled to the following:

The right to access: you have the right to request from Tiritose Sustainable Travel copies of your personal data. We may charge you a small fee for this service.

The right to rectification: you have the right to request that Tiritose Sustainable Travel any information you believe to be incorrect. You also have the right to request that Tiritose Sustainable Travel complete information that you believe to be incomplete.

The right to erasure: you have the right to request Tiritose Sustainable Travel to erase your personal data, under certain conditions.

The right to restrict processing: you have the right to request Tiritose Sustainable Travel restrict the processing of your personal data, under certain conditions.

The right to object to processing: you have the right to request Tiritose Sustainable Travel not to process your personal information, under certain conditions.

The right to data portability: you have the right to request Tiritose Sustainable Travel transfer the data that we have collected to another organisation or directly to you, under certain conditions.

When you make a request, we have one (1) month to respond to you. Should you wish to exercise any of these rights, please reach out via email: info@tiritose.com; call us on: +263 787 360 924; or write us: 194 Baines Avenue, Harare, Zimbabwe.

COOKIES

Tiritose Sustainable Travel uses cookies to distinguish you from other users, which helps us provide you with a better experience when you use our website. It also helps us improve the functionality of our Site. By continuing to use and browse the website, you are agreeing to our use of cookies. Cookies are small text files placed on your device to collect standard Internet log & visitor behaviour information.

HOW WE USE COOKIES

Tiritose Sustainable Travel uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

You are not obliged to accept cookies and you can adjust your browser's setting to prevent it from accepting cookies on your computer - go to www.allaboutcookies.org for instructions on how to disable cookies. However, you may not be able to take full advantage of our Websites if you do so.

THE TYPES OF COOKIES WE USE

There are several types of cookies, however, our website utilises the following:

- **Functionality:** Tiritose Sustainable Travel uses these cookies to recognise you when you visit our website & remember your previously selected preferences, which could include your chosen language or location. We utilise a mix of first party & third-party cookies.

- Advertising: Tiritose Sustainable Travel uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device & IP address. Tiritose Sustainable Travel from time to time shares this information with third parties for advertising purposes. We may also share this information with our advertising partners, meaning you may see adverts on other sites, based on your browsing patterns on our website.
- Analytical/performance cookies. They allow us to recognise and count the number of visitors and to see how visitors move around our Site when they are using it. This helps us to improve the way our Site works, for example, by ensuring that users are finding what they are looking for easily.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

MANAGING COOKIES

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) the site may not perform as expected.

PRIVACY POLICIES OF OTHER SITES

Tiritose Sustainable Travel website contains links to other sites. Our privacy policy applies only to our website, so when you click a link to an external website, you should read their privacy policy.

CHANGES TO OUR PRIVACY POLICY

Tiritose Sustainable Travel keeps the privacy policy under regular review and places any updates on the web page. This privacy policy was last updated on 14 June 2020.

HOW TO CONTACT US

If you have any questions about our privacy policy, the data we hold on you or you would like to exercise one of your data protection rights, please do not hesitate to contact us:

Email: info@tiritose.com

Phone: +263 787 360 924

Address: 194 Baines Avenue, Harare, Zimbabwe

CONTACTING THE APPROPRIATE AUTHORITY

Should you wish to report a complaint or if you feel Tiritose Sustainable Travel has not addressed your concerns in a satisfactory manner, you may contact the Zimbabwe Tourism Authority (ZTA) office:

Email: info@ztazim.co.zw

Phone: +263 242 758 712

Address: 55 Samora Machel Avenue, Harare, Zimbabwe