

At Banura Safaris, we understand that how we collect, use, disclose, and protect your personal information is important to you. This Privacy Policy outlines the types of information we collect, how we use it, and the measures we take to safeguard it.

By engaging with our services, you agree to the terms outlined in this Privacy Policy. If you provide personal information on behalf of others, you confirm that they are aware of this policy and consent to your actions.

We may update this Privacy Policy from time to time. You are encouraged to review it periodically.

---

## **1. Information We Collect**

Depending on the services we provide, we may collect the following personal information:

- Full name, date of birth, gender
- Contact details (email, phone number, address)
- Passport details and nationality
- Travel preferences and booking details
- Emergency contact information
- Travel insurance details (where applicable)
- Medical information or dietary requirements (only with your consent)

Some of this information may be considered sensitive. We only collect such data with your explicit consent and strictly for service delivery.

## **Non-Personal Information**

When you visit our website, we may collect:

- IP address
- Browser type and device information
- Pages visited and time spent on the website

This data is used for analytics and improving user experience and does not personally identify you.

---

## **2. How We Collect Information**

We collect your information when you:

- Make a booking or inquiry
- Contact us via email, phone, or website
- Subscribe to newsletters
- Interact with us on social media
- Participate in surveys or promotions

We may also receive your information from:

- Travel agents or third parties booking on your behalf
  - Service providers and partners
  - Insurance providers (in emergencies)
- 

### **3. Use of Your Information**

We collect and use your information to:

- Arrange and manage safari bookings
  - Secure permits (e.g., gorilla trekking permits)
  - Provide customer support and communication
  - Improve our services and website
  - Send updates, promotions, or travel information (with your consent)
  - Respond to emergencies or special requirements
- 

### **4. Photography and Media**

During your safari, we may take photographs or videos that could be used for marketing purposes (e.g., website, social media, brochures). By participating in our tours, you consent to this use unless you notify us in writing in advance.

---

### **5. Sharing of Information**

We do not sell your personal information. However, we may share your data with trusted partners where necessary:

- National park authorities for permits
- Hotels, lodges, and accommodation providers
- Airlines, transport companies, and guides
- Payment processors
- Legal authorities where required by law

We are not responsible for how third-party providers handle your data, but we work with reputable partners.

---

### **6. International Data Transfers**

As a safari company serving international clients, your data may be transferred across borders to facilitate bookings and travel arrangements. By using our services, you consent to this transfer.

---

## 7. Data Security

We take reasonable steps to protect your personal information from loss, misuse, and unauthorized access. These include physical, electronic, and managerial safeguards.

### Payment Security

- All payments are processed through secure, encrypted systems
- We do not store your credit card details
- Transactions are handled via trusted payment gateways

---

## 8. Data Retention

We retain your personal information only as long as necessary to:

- Deliver our services
- Meet legal and regulatory requirements
- Resolve disputes

After this period, your data may be deleted or anonymized.

---

## 9. Your Rights

You have the right to:

- Access the personal information we hold about you
- Request corrections or updates
- Request deletion of your data
- Opt out of marketing communications

Requests can be made using the contact details below.

---

## 10. Cookies and Website Usage

We use cookies to:

- Improve website functionality
- Analyze traffic and usage
- Personalize your experience

You can disable cookies in your browser settings, though some features may not function properly.

We may also use tools such as analytics services to understand website performance. These tools do not identify you personally.

---

### **11. Third-Party Links**

Our website may contain links to external websites. Banura Safaris is not responsible for the privacy practices or content of these sites. We encourage you to review their policies.

---

### **12. Marketing Communications**

We may send you promotional emails, offers, or updates if you have opted in. You can unsubscribe at any time using the link provided or by contacting us directly.

We do not sell or share your personal data for third-party marketing purposes.

---

### **13. Complaints**

If you believe your privacy has been breached, please contact us in writing with details of your concern. We will investigate and respond within a reasonable time.

---

### **14. Contact Us**

If you have any questions or concerns about this Privacy Policy or your personal data, please contact us:

---