



KUBILI HOUSE

Privacy Policy – Kubili House

At Kubili House, we are committed to protecting the privacy and security of the personal information you share with us. This Privacy Policy (“Policy”) governs the processing of all personal information received by Kubili House (“we” / “us” / “our”), whether obtained electronically, verbally, or in writing, via our website, email correspondence, or during engagement at our property or other services.

By engaging with Kubili House, whether through our website, email, booking forms, or during your stay, you acknowledge that you have read and understood this Policy and consent to the processing of your personal information as outlined herein. If you do not wish to provide consent or wish to withdraw it, please contact us at info@kubilihouse.com.

How We Process Personal Information

We collect personal information both actively (provided directly by you) and passively (collected automatically via technology).

Active Collection Includes:

- Name, surname, and contact details
- Identity, passport information, and nationality (required for travel arrangements)
- Travel dates, pre- and post-travel arrangements
- Dietary requirements, allergies, medical or special needs
- Preferences, feedback, and interests to personalise your stay
- Emergency contact details
- Company or group booking information

Passive Collection Includes:

- Browser type and operating system
- Date, time, and pages visited on our website
- IP addresses and referral sources
- Non-identifiable analytics used to improve website experience

We do not collect or store credit card information directly. Payments are processed securely via trusted third-party platforms.

Types of Information We Process

1. Personal Identification Information: Name, contact details, identity documents, travel details.
2. Health & Special Requirements: Medical, dietary, allergy information, emergency contacts.
3. Preferences & Interests: Guest feedback, activity preferences, communication preferences.
4. Non-personal Information: Technical data from website use and analytics for research and improvement.

Purpose of Processing

We use personal information to:

- Verify your identity and facilitate bookings and travel arrangements
- Communicate about your stay, services, or products requested
- Provide personalised services, including curated experiences and dietary needs
- Conduct research, statistics, and trend analysis to improve our services
- Comply with legal obligations and ensure the safety and security of guests and staff
- Send marketing communications if you have provided consent

We may share your information with subsidiaries, associates, or service providers solely for the purposes of facilitating your stay and services. All partners are required to adhere to privacy principles aligned with this Policy. Your information will never be sold to third parties.

CCTV & Guest Safety

CCTV cameras are installed in certain public areas and walkways at Kubili House to ensure guest safety and monitor wildlife movement. Recorded images are used strictly for these purposes.

Marketing & Communication

If you subscribe to our newsletter or marketing communications, we may send you promotional content about Kubili House experiences, special offers, and events. You may opt-out at any time via unsubscribe links in emails or by emailing info@kubilihouse.com.

We will not contact you via email, SMS, or other electronic channels for marketing without your consent.

Access, Correction & Deletion of Information

You have the right to:

- Request access to the personal information we hold about you
- Correct or update inaccurate information
- Request deletion of your personal information

To exercise these rights, please contact info@kubilihouse.com. We may require verification of your identity before processing your request. We will respond to requests within 30 business days.

Data Security

While we take reasonable measures to protect your personal information using technical and organizational safeguards, transmission via the internet is not entirely secure. Sharing information is at your own risk.

Access to your personal information is restricted to employees and authorized service providers who have legitimate operational reasons.

Cross-Border Data Transfers

Kubili House is based in South Africa. Your information may be stored or processed in South Africa, Africa, or other regions in compliance with applicable privacy laws, including POPI and GDPR. By using our services, you consent to the transfer and storage of your information across borders.

Third-Party Websites

Our website may contain links to third-party websites. Kubili House is not responsible for the privacy practices of these sites. We encourage you to review their privacy policies before providing any personal information.

Opting Out

You may withdraw consent for the processing of your personal information or marketing communications at any time:

- For processing: Email info@kubilihouse.com and we will cease processing within 30 business days
- For marketing: Use the unsubscribe links in our emails; processing takes up to 10 business days

Governing Law

This Policy and any disputes arising from it are governed by the laws of South Africa.

Policy Changes

We reserve the right to update this Policy at any time. The latest version will always be available on our website.

Feedback & Complaints

For questions, concerns, or complaints about this Policy or our handling of personal information, contact info@kubilihouse.com. If unresolved, you may lodge a complaint with the relevant Information Regulator in South Africa.