

Mukalya Private Game Reserve Privacy Policy

Effective Date: 1st December, 2020

- 1. Introduction** Welcome to Mukalya Private Game Reserve ("we," "our," or "us"). Your privacy is important to us. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information when you visit our website (www.mukalya.com) and use our services.

By accessing or using our website, you agree to the terms of this Privacy Policy. If you do not agree, please refrain from using our website.

2. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, email address, phone number, nationality, passport copies, national registration details, and any other information you provide when making inquiries, bookings, or subscribing to our services.
- **Payment Information:** If you make a reservation or purchase, we may collect payment details, such as credit/debit card information and bank transfer transaction details, which are securely processed by our payment service providers.
- **Technical Data:** IP address, browser type, device information, and cookies to enhance user experience and website functionality.
- **Communication Data:** Any correspondence you have with us, including emails, messages, and feedback.

3. How We Use Your Information

We use your information for the following purposes:

- To process bookings, reservations, and payments.
- To verify identity and comply with legal and regulatory requirements.
- To provide customer support and respond to inquiries.
- To improve our website, services, and user experience.
- To send promotional offers, newsletters, and updates (only if you have opted in).

4. Sharing Your Information

We do not sell or rent your personal information. However, we may share your information in the following cases:

- **Service Providers:** Third-party companies that assist us in operations such as payment processing and website maintenance.
- **Legal Compliance:** If required by law, we may disclose your information to authorities.
- **Business Transfers:** In case of a merger, sale, or acquisition, your information may be transferred.
- **Website Hosting:** Our website is hosted by Wix, which may collect and process certain data in accordance with their privacy policies. Please review Wix's Privacy Policy at <https://www.wix.com/about/privacy> for further details on how they manage your information.

5. Data Security

We implement appropriate security measures to protect your personal information from unauthorized access, disclosure, or alteration. However, no data transmission over the internet is completely secure, and we cannot guarantee absolute security.

As our website is hosted on Wix, certain security measures are also implemented by Wix to safeguard user data. More information on Wix's security policies can be found at <https://support.wix.com/en/article/wix-security-measures-overview>.

6. Your Rights

Under Zambian data protection laws you have the right to:

- Access, correct, or delete your personal information.
- Withdraw consent for marketing communications.
- Request restriction of processing in certain circumstances.

To exercise these rights, please contact us at reservations@mukalya.co.zm.

7. Cookies and Tracking Technologies

Our website uses cookies to enhance user experience. As our site is hosted by Wix, certain cookies and tracking technologies may be used by Wix. You can manage cookie preferences through your browser settings. For more details on Wix's cookie policy, visit <https://www.wix.com/about/cookie-policy>.

8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices, and we encourage you to review their policies.

9. Updates to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated effective date.

10. Contact Us

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

Mukalya Private Game Reserve
Email: reservations@mukalya.co.zm

By using our website, you acknowledge that you have read and understood this Privacy Policy.