

Privacy Policy

Nhoro Earth is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, store and protect personal information when you visit our website, contact us, request a quote, make a safari enquiry or book a safari experience with us.

This policy is intended to support compliance with South Africa's Protection of Personal Information Act, 2013 (POPIA), which regulates how organisations process personal information and promotes minimum requirements for lawful processing.

1. Information We Collect

We may collect personal information that you provide directly to us, including your name, email address, telephone number, country of residence, travel dates, group size, safari preferences, accommodation requirements, dietary needs, special requests and any other information you choose to share when making an enquiry or booking.

When you use our website, we may also collect technical information such as your IP address, browser type, device information, pages visited, referral source and cookie data to help us improve website performance, user experience and online marketing.

2. How We Use Your Information

We use your personal information to respond to safari enquiries, prepare quotes, confirm availability, process bookings, arrange guided safari experiences, provide customer support, communicate important travel information, improve our website and services, and send marketing updates where you have consented to receive them.

3. Sharing of Personal Information

We may share your personal information with trusted service providers where necessary to deliver our services, such as accommodation providers, activity operators, transport providers, payment processors, website hosting providers, email platforms and professional advisers. We only share information that is reasonably required for the relevant purpose and expect third parties to protect your information appropriately.

4. Cookies and Website Analytics

Our website may use cookies, analytics tools and similar technologies to understand how visitors use our website, improve functionality and measure the effectiveness of our marketing. You can control or disable cookies through your browser settings, although some website features may not work properly without them.

5. Data Security and Retention

We take reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access, disclosure, alteration or destruction. We keep personal information only for as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations, resolve disputes and maintain business records.

6. Your Rights

You may request access to the personal information we hold about you, ask us to correct or update inaccurate information, object to certain processing, withdraw consent for marketing communications, or request deletion of your personal information where permitted by law. We may need to verify your identity before processing your request.

7. Cross-Border Transfers

Some of our service providers may store or process information outside South Africa. Where this happens, we take reasonable steps to ensure that your personal information remains protected in line with applicable privacy laws.

8. Marketing Communications

If you choose to receive updates from Nhoro Earth, we may send you information about safari packages, travel inspiration, special offers and company news. You can unsubscribe from marketing communications at any time by using the unsubscribe link in our emails or contacting us directly.

9. Contact Us

If you have any questions about this Privacy Policy or would like to exercise your privacy rights, please contact Nhoro Earth at: nhoroeearth@gmail.com, +27 (0) 82 391 3118, 255 Rotsvy Road, Hoedspruit, 1380

10. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, website, legal requirements or privacy practices. The latest version will be published on our website.