

Guest Information that Safari Specialists collects							
Form of Data	What it's about	Where we get it from	Who we share it with	Specific Data	Where it is kept/who has access	How long we store it	Third Party Links
Email /Correspondence	This is how you first make contact with us and plan your trip	You supply this information as much as you choose, in order to plan your safari	Third party suppliers that we hold provisional bookings to plan your safari	Email address, name, specific interests for the safari, approximate budget and demographics	Safari consultation emails and skypes are saved in your consultants email folders. Our computers are password protected and we use Outlook 365. The passwords for each consultant are changed annually and known only by management.	Electronic correspondence is saved for 3 years, thereafter deleted unless specifically requested otherwise.	
Live Chat	Another contact method, generally switched to email after first exchange of information.	You make contact with us through Live Chat which discloses your email address as well as as much information you choose to plan your safari	Third party suppliers that we hold provisional bookings to plan your safari	Email address, name, specific interests for the safari, approximate budget and demographics	We do not save any Live Chat tickets, it is a means for you to make contact with us further by email as above	As per previous	Live Chat Privacy Policy
Safari Bookings Portal	Another contact method, reaches us by email	You make contact with us through Safari Bookings which, if we accept and pay for your request, send by email a request that discloses your name, email address, as well as as much information you choose to plan your safari	Third party suppliers that we hold provisional bookings to plan your safari	Email address, name, specific interests for the safari, approximate budget and demographics	Safari consultation emails are saved in your consultants email folders. Our computers are password protected and we use Outlook 365. The passwords for each consultant are changed annually and known only by management.	Correspondence is saved for 3 years, thereafter deleted unless specifically requested otherwise.	Safari Bookings Privacy Policy
Booking Form	Register of Guest Information relevant to booking a safari	You fill out the booking form as acceptance of the contract entered to book your safari	Third party suppliers on your confirmed safari including accommodation and transport providers	Name, address, phone number, email address, date of birth, sex, weight, passport details (optional unless booking flights), dietary requirements, relevant medical information, special interests, flights booked, travel insurance details and emergency/next of kin contact	Booking form information is saved in our Reservation System (Tour Plan) as well on consultants booking folders. Access to both is available to Safari Specialists Reservations and Operations staff through secure password access.	Booking Forms are not printed and are saved on our computer booking folders until the year end after your safari (example, if you travel in 2018 it will be deleted 31 December 2018).	
Payment Details	To take payment to secure your booking	You supply relevant details depending on payment type you choose	You send your payment by wire transfer to our bank directly - shared with no one. If you opt to pay by credit card you use a secure payment gate, except in limited circumstances where you choose to send your card details for manual transaction - shared with only our bank for regulatory purposes.	Wire Transfers: Name, bank, bank's address is shared through your wire transfer to our bank. Credit Card through Paygate/VCS services - card number/type/expiry, CVV and name as per card. Credit Card manual transaction - card number/type/expiry, CVV and name as per card. Exchange4Free payments - card number/type/expiry/CVV or bank details	Wire transfer details are temporarily stored in a secure folder. Credit card payment details through Paygate/VCS and Exchange4Free are not saved by Safari Specialists outside the VCS Portal. Credit card manual payment details (including front/back photocopy) are saved onto a secure folder accessed by our General Manager and Accounts Officer only.	Wire transfer details are deleted once payment has been receipted into our accounts system - within 1 week of payment. Credit card details in Paygate/VCS- see link on their privacy policy. Credit card details for manual transactions - FNB Bank of Botswana requires us to hold a virtual (not printed copy) for 6 months from payment date along with a copy of the card (back and front).	Paygate Security Policy and Exchange4Free Privacy and Security Policy
Website Traveller Log in	Allows you to access your booking details only through a link to Doc Monster from our website	Travel documentation created by Safari Specialists	You only. No outside parties other than Doc Monster	Your itinerary and travel vouchers have the names of all travellers and your travel plans. No further personal details are recorded on these documents.	The log in is sent only to your provided email address. Your consultant and Safari Specialists Managing Director have access to this log in.	Travel documents are saved on Doc Monster until the year end after your safari (example, if you travel in 2018 it will be deleted 31 December 2018)	
Facebook/Twitter/Instagram	Allows you to like and make comments using your Facebook/Twitter/Instagram profile	You choose to engage in social media	Only those who visit our social media platforms	Only your social media profile	As per social media platform policy - please note on Facebook it does not mean we have 'friend' access, as this is a page not a person	As per social media platform policies.	
Constant Contact Mailout	With your acceptance we register your email on our database	You accept our request to add you to our database	No one	Your email address, name and nationality	Safari Specialists Management only (Managing Director, General Manager and Reservations Manager)	Until you opt out, we do an annual mail out in December asking you if you would like to remain on our mailing list	