

THE LOOKOUT GUESTHOUSE

PRIVACY POLICY

Approval Process:	Position or Meeting number	Date:
Originator:	Managing Director: Dr. Nina Link	29 September 2025
Board Approval:	Board of Directors: Kyle Robertson Michelle Robertson Daniel Link	29 September 2025
Effective:		29 September 2025
Review frequency:	Annually	September Annually
Certified by:	Company Secretary:	

~THE LOOKOUT GUESTHOUSE~

PRIVACY POLICY

The Lookout Guesthouse is committed to protecting the privacy of our guests and visitors. This Privacy Policy explains how personal information is collected, processed, stored, and secured in compliance with the Protection of Personal Information Act (POPIA), the Consumer Protection Act (CPA).

By booking or staying with us, you agree to the terms outlined in this Privacy Policy.

1. INFORMATION WE COLLECT

We may collect the following categories of personal information:

- i) Identification details (name, copy of ID/passport number nationality date of birth)
- ii) Contact details (phone number, email address, physical/postal address)
- iii) Booking and payment information (reservation records, billing address, bank or card details- processing may be done via a secure third-part platform)
- iv) Preferences and requests (dietary requirements, accessibility needs, special requests)
- v) Travel information (arrival and departure, dates, travel itinerary transport arrangements)
- vi) Website usage data if applicable (IP Address, browser type, device identifiers, cookies and analytics data)
- vii) Children's Information: We do not knowingly collect or process the personal information of children under 18 without the consent of a competent person (parent or guardian), as required by POPIA.

2. PURPOSE AND LEGAL BASIS OF PROCESSING

Personal data is processed for:

- i) Fulfilling bookings and guest services.
- ii) Mitigate against fraud.
- iii) Compliance with legal obligations.
- iv) Communication before, during, and after the stay.
- v) Improvement of services and guest safety and experience.
- vi) Direct Marketing (with consent): Where guests have opted in, we may use their contact details to send promotional offers or newsletters. Guests may opt out at any time by using the unsubscribe link or contacting us directly.

3. SHARING OF INFORMATION

We do not sell or rent guest data. Information may be shared with:

- i) Payment processors and booking platforms.
- ii) Government authorities where required by law.
- iii) Staff and service providers strictly for operational purposes.
- iv) Cloud and Cross-Border Services: Certain information may be stored on secure cloud servers located outside South Africa. In such cases, transfers comply with POPIA.

4. DATA SECURITY AND RETENTION

- i) Guest data is stored securely in electronic or paper format with restricted access.
- ii) Data is retained only for as long as necessary for lawful purposes, after which it is safely deleted.
- iii) Financial records are retained for 5 years in line with the Tax Administration Act.
- iv) Booking records are retained up to 2 years after departure, unless longer retention is legally required.
- v) CCTV and access logs are retained only for security purposes within reasonable timeframes only.

- vi) In the event of a data breach, guests and the Information Regulator (South Africa) will be notified as required by law.

5. YOUR RIGHTS

Guests have the right to:

- i) Request access to the personal information we hold about you.
- ii) Request correction or deletion of inaccurate or outdated information.
- iii) Withdraw consent for non-essential processing (e.g. marketing).
- iv) Lodge a complaint with the Information Regulator of South Africa.

6. COOKIES AND ONLINE BOOKINGS

Our website or third-party platforms may use cookies and analytics tools to improve functionality and understand visitor behaviour. You may disable cookies in your browser settings, but this may affect functionality.

7. UPDATES TO THIS POLICY

We may update this Privacy Policy from time to time to reflect changes in law or business operations. This latest version will always be available at our guesthouse or on our website.

8. CONTACT

- i) The Lookout Guesthouse has appointed an Information Officer in accordance with POPIA. The Information Officer is responsible for ensuring compliance with this Policy and with POPIA.
- ii) For questions, requests or complaints regarding this Privacy Policy or your personal information, please contact:

The Lookout Guesthouse

Email: info@lookoutguesthouse.co.za

Address: 26 Smuts Ave, Uvongo, 4270 Margate, KZN, South Africa

Information Officer: (details)

