



TRAVELWAYS (PTY) LTD, t/a Sure Travelways and Penthouse Travel Sporting Tours
Shop F06 & F07, Howard Centre, Forest drive, Pinelands, South Africa
Tel: +27 21 531 7608
Pope House, Unit 2, Chenoweth Street, Durbanville, South Africa
Tel: +27 21 976 8110
Shop 41, Bayside Centre, Blaauwberg Road, Table View, South Africa
Tel: +27 21 557 3991
Email: dgelb@travelways.co.za
Website: www.runningtours.co.za / www.suretravelways.co.za
Vat Reg: 4110101898



Privacy Policy

This privacy policy details how the Company processes and protects the privacy of your personal information.

The Company in South Africa process the personal information of data subjects in accordance with the provisions of the Protection of Personal Information Act No. 4 of 2013 ("POPIA").

For the purposes of the General Data Protection Regulation 2016/679 ("GDPR") we are a "data controller" and/or a "Responsible Party" in terms of POPIA for the processing of personal information you provide to us in connection with:

- our provision of travel services;
- event management services;
- for the purpose of all our marketing activities.

There may be instances where your local data protection laws impose more restrictive information handling practices than the practices set out in this Notice. Where this occurs, we will adjust our information handling practices in your jurisdiction to comply with these local data protection laws.

All the information ("personal information") has the meaning given under POPIA, and, where the GDPR applies, the meaning of personal data given under the GDPR. The information is supplied by you voluntarily or mandatory will be recorded and processed regardless of form or medium in which the information was supplied. The Company has a strong commitment to providing excellent service to all of our customers, including respecting concerns about privacy. The Company will explicitly ask when we need information that personally identifies you or allows us to contact you. If you are under 18 years of age (minor), we will require the consent of your parent/guardian/competent person before we will process the personal information of the minor, unless it is in the public interest. If you enter personal information on behalf of 3rd party you hereby agree that you have the necessary consent to agree to our terms on behalf of the 3rd party and indemnify us against any claims from the 3rd party.

We might process the following information:

- Information relating to the race, gender, sex, pregnancy, marital status, nationality, religion, age, physical or mental health, disability, language and birth of the person;
- Information relating to the education or the medical, financial, criminal or employment history of the person;
- Any identifying number, symbol, e-mail address, telephone number, location information, online identifier or other particular assignment to the person;
- The biometric information of the person;
- The preferences of the person;
- Correspondence
- The name and surname of the person

Generally personal information is requested when making reservations/bookings or when requesting a particular service or goods. You agree to provide accurate and current information, and not to impersonate or misrepresent any person or entity or falsely state or otherwise misrepresent your affiliation with anyone or anything.



The following consequences could apply if you fail to provide accurate information:

- Employees
 - Could lead to dismissal
- Customers
 - Cancellation of booking with no or diminished refund

The purposes for which The Company will use your personal information are as follows:

- to transact with you via sms/WhatsApp, telephone, mobile phone, social media, postal address, website or email regarding reservations/bookings,
- to provide services/products to you;
- to inform you of new features, services, special offers and products (provided you have not declined to receiving such marketing material);
- to enable us to process, validate and verify reservations/bookings and requests for services or goods and for the purposes for which you specifically provided the information;
- to improve your experience.

The Company shall be entitled to disclose personal information, if required to do so;

- to comply with applicable law or with legal process served on The Company;
- to protect and defend the rights or property of The Company, and
- for the purposes of distributing same to various employees and/or third parties who assist The Company in providing services to you and thus need to know your personal information in order to render a proper and efficient service to you. We will ensure that all such employees and/or third party service providers having access to your personal information are bound by appropriate and legally binding confidentiality and non-use obligations in relation to your personal information. If you use our website: You are aware that information and data is automatically collected through our website as the standard operation of the Internet servers and through the use of "cookies." "Cookies" are small text files a website can use to recognize repeat users, facilitate the user's ongoing access to and use of the website and allow a website to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising. Cookies are not programs that come onto your system and damage files. Generally, cookies work by assigning a unique number to you that has no meaning outside the assigning site. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide you with certain features (e.g., customized delivery of information) available on our websites.

WHILST THE COMPANY IS OF INTENT TO TAKE REASONABLE MEASURES TO KEEP PERSONAL INFORMATION ABOUT YOU CONFIDENTIAL, IT SHALL HOWEVER NOT BE LIABLE FOR ANY LOSS OR DAMAGE, SUFFERED AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION BEYOND THE REASONABLE CONTROL OF THE COMPANY.

The Company will;

- treat your personal information as strictly confidential;
- take appropriate technical and organizational measures to ensure that your personal information is kept secure and is protected against unauthorized or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
- promptly notify you if we become aware of any unauthorized use, disclosure or processing of your personal information;
- provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable request; and
- upon your request, promptly return, destroy, rectify any and all of your personal information in our possession or control.

We will not retain your personal information longer than the period for which it was originally needed, unless we are required by law to do so, for historical, statistical, research purposes or you consent to us retaining such information for a longer period.

You have the right at any time to rectify the Personal Information collected, object to the processing of Personal Information (subject to legislation) and to lodge a complaint at the Information Regulator with contact details: 012 406 4818 (<http://www.justice.gov.za/infoereg/contact.html>)

The Personal Information processed by the company might transfer the Personal Information to a third country or International organization if required to do so for the purpose of making a travel booking for the customer. You hereby give permission to the company to transfer some of your personal information to another country if your instructions include arranging travel in a foreign country.

It is noted that some establishments that will be receiving your personal information in the process of making travel arrangements might not have adequate protection in place to safeguard your information. You hereby authorise the company to disregard that and still provide the minimum information required to the third party to complete the travel booking.

Contact details of the company:

TRAVELWAYS (PTY) LTD, t/a Sure Travelways and Penthouse Travel Sporting Tours

Richard Gelb

Telephone: +27 21 531 7608

Email: dgelb@travelways.co.za

All enquiries must be addressed to the information officer.

