

PRIVACY POLICY & POPIA NOTICE

Last Updated: May 2026

1. Introduction

This Privacy Policy applies to the websites **www.langebaanholiday.co.za** and **www.skyconciergetravel.co.za** (collectively referred to as "the Websites"). The Websites are owned and operated by the same entity (referred to as "the Owner," "we," "us," or "our"). We are committed to protecting the privacy of our users in accordance with the **Protection of Personal Information Act (POPIA)** of South Africa.

2. Information We Collect

We collect and process personal information to provide holiday accommodation and travel concierge services. This includes:

- **Direct Interaction Data:** Name, email, and phone numbers submitted via contact forms.
- **Technical Information:** IP addresses and usage data collected via cookies.
- **Booking & Financial Data:** Processed via our third-party booking partner (see Section 5).

3. Third-Party Access & Data Operators

In terms of Section 20 of POPIA, we use specialized service providers to maintain our digital operations:

Web Administration & Technical Support: Grey Swan Designs (Pty) Ltd

(www.greyswandesigns.co.za) acts as our **Operator**. They have administrative access to the Websites for the purposes of technical maintenance, data security, and ensuring form submissions reach our reservations team. They are contractually bound to maintain strict confidentiality.

4. Online Bookings via NightsBridge

For your convenience and security, all online bookings and financial transactions are processed through the **NightsBridge** booking engine.

- **The Hand-off:** When you click "Book Now" or use the availability search, you are directed to a secure portal managed by NightsBridge (Logos Ethos and Pathos (Pty) Ltd).
- **Data Processing:** NightsBridge acts as an independent entity/operator that collects your personal and payment details to secure your reservation.

- **Payment Security:** We do not directly collect or store your credit card or banking details on our Websites; these are handled exclusively by NightsBridge in a PCI-compliant environment.
- **Policy Reference:** We encourage you to review the [NightsBridge Privacy Policy](#) to understand how they manage your data during the booking process.

5. Purpose of Processing

Your information is used to confirm reservations, communicate regarding your stay, and improve our services. We will never sell your personal data to third parties.

6. Data Security

We take reasonable technical and organizational measures to secure your data, including SSL encryption on our Websites. However, as no online transmission is 100% secure, data submitted via our Websites is done so at the user's own risk.

7. Your Legal Rights

Under POPIA, you have the right to access, correct, or request the deletion of your personal information. You may also object to the processing of your data for marketing purposes.

8. Contact Details

For any privacy-related enquiries, please contact our central reservations office:

- **Phone:** +27 87 702 8484
- **Email:** reservations@skyconciergetravel.co.za

9. The Information Regulator

Should you believe your data has been handled incorrectly, you may lodge a complaint with the South African Information Regulator at enquiries@inforegulator.org.za.