

# Privacy Policy

## Kongoriver Safaris

At Kongoriver Safaris, we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your data when you interact with our website, book our services, or communicate with us. By using our services or providing your information to us, you consent to the terms of this Privacy Policy.

### Information We Collect:

- **Personal Information:** When you book a tour or interact with our website, we may collect personal information such as your name, email address, phone number, and payment details.
- **Booking Information:** We collect information related to your bookings, including trip preferences, travel dates, and accommodation details.
- **Communication Data:** We may collect information from your communications with us, including emails, messages, and feedback.
- **Usage Data:** We automatically collect data about your interactions with our website, such as your IP address, browser type, device information, and pages visited.

### How We Use Your Information:

- **Provide Services:** We use your information to process bookings, deliver services, and fulfill your requests for information or assistance.
- **Improve Services:** We analyze usage data to understand user preferences, improve our website, and enhance the quality of our services.
- **Communication:** We may use your contact information to send you updates, newsletters, promotional offers, or important service-related announcements.
- **Legal Compliance:** We may use your information to comply with legal obligations, resolve disputes, or enforce our policies.

### Data Security:

- We employ industry-standard security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction.
- We use secure encryption protocols to safeguard sensitive data transmitted between your browser and our servers.
- Access to your personal information is restricted to authorized personnel who require access for legitimate business purposes.

**Data Retention:**

- We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.
- We regularly review and update our data retention practices to ensure compliance with legal requirements and industry standards.

**Disclosure of Information:**

- We may share your information with third-party service providers who assist us in delivering our services, such as payment processors, tour operators, or marketing agencies.
- We may disclose your information to comply with legal obligations, respond to lawful requests, or protect our rights, property, or safety.

**Your Rights:**

- You have the right to access, update, or delete your personal information. If you would like to exercise your rights or have any questions about our Privacy Policy, please contact us using the information provided below.
- You may opt-out of receiving promotional communications from us by following the unsubscribe instructions included in our emails or contacting us directly.

**Changes to this Privacy Policy:**

- We reserve the right to update or revise this Privacy Policy at any time. We will post the revised policy on our website and update the "Last Updated" date at the top of the page. Your continued use of our services after any changes to this Privacy Policy constitutes acceptance of the updated terms.

**Contact Us:**

If you have any questions, concerns, or feedback about our Privacy Policy, please contact us at:

Kongoriver Safaris

Diani, Kwale County - Kenya

+254798916941

[info@kongoriversafaris.com](mailto:info@kongoriversafaris.com)

Thank you for choosing Kongoriver Safaris. We value your trust and are committed to protecting your privacy.