

Customer Privacy Policy

Effective Date: 13/02/2026

1. Introduction

Countryside Safari Agency respects the privacy of its customers and is committed to protecting personal information collected through our website, booking platforms, phone, email, and messaging services such as WhatsApp.

This Privacy Policy explains how we collect, use, store, and protect your personal data when you use our services.

2. Information We Collect

We may collect personal information necessary to provide travel and tourism services. This includes:

Personal identification information

- Full name
- Phone number
- Email address
- Passport or identification details when required for travel bookings

Travel and booking information

- Flight booking details
- Hotel reservations
- Tour and travel itinerary information
- Car rental arrangements

Payment and transaction information

- Billing details
- Payment confirmations

Technical information

- Website usage data
- Device and browser information
- Cookies and analytics data

3. How We Use Your Information

Your information is used only for legitimate business purposes, including:

- Processing travel bookings and reservations
- Coordinating services with airlines, hotels, and transport providers
- Communicating booking confirmations and travel updates
- Providing customer support and emergency travel assistance
- Improving our services and customer experience
- Complying with legal and regulatory obligations

Countryside Safari Agency does not sell or rent customer personal data to third parties.

4. Sharing Your Information

We may share necessary information with trusted partners only when required to deliver travel services. These may include:

- Airlines for flight bookings
- Hotels and lodges for accommodation reservations
- Car rental providers and tour guides
- Payment processing providers
- Government or regulatory authorities when legally required

All partners receiving such information are expected to protect it and use it only for the agreed service.

5. Data Security

We implement reasonable technical and administrative measures to protect your personal information from unauthorized access, misuse, or loss. These measures include:

- Secure booking platforms
- Restricted access to sensitive data
- Password-protected systems
- Secure storage of electronic records

6. Data Retention

We retain personal data only for as long as necessary to provide services and meet legal or accounting requirements. When data is no longer required, it will be securely deleted or anonymized.

7. Your Rights

In accordance with applicable data protection laws, you have the right to:

- Request access to your personal data
- Request correction of inaccurate information
- Request deletion of your personal data where appropriate
- Withdraw consent for marketing communications

8. Cookies and Website Analytics

Our website may use cookies and analytics tools to understand how visitors use our website and to improve our services. Users may disable cookies in their browser settings.

9. Updates to This Policy

Countryside Safari Agency may update this Privacy Policy periodically. Updates will be published on the company website.

10. Contact Information

For questions regarding this Privacy Policy or your personal data, please contact:

Countryside Safari Agency
Email: booking@cssa.agency
Phone: +233 (0)50 231 6731

By using our services, you acknowledge that you have read and understood this Privacy Policy.