**Privacy Policy:**

**Who we are: This is Africa**

Our website address is: https://thisisafrica.com.au.

What personal data we collect and why we collect it

**Media**

If you upload images to the website, you should avoid uploading images with embedded location data (EXIF GPS) included. Visitors to the website can download and extract any location data from images on the website.

**Contact forms**

**Cookies**

If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

If you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select “Remember Me”, your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

**Embedded content from other websites**

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

**Analytics**

**Who we share your data with**

**How long we retain your data**

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognize and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time by request (except they cannot change their username). Website administrators can also see and edit that information.

**What rights you have over your data**

If you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

**Where we send your data**

Visitor comments may be checked through an automated spam detection service.

Based on your booking system functionality, here's a "Contact Information" section for your privacy policy:

## **Contact Information - What we do with your data**

### **How we use your contact information**

When you make a booking through our platform, we collect and use your contact information for the following specific purposes:

**Booking Management**

* Creating and confirming your travel bookings through the Tourplan system
* Sending booking confirmations and important updates via email
* Providing you with your unique booking reference number
* Enabling you to retrieve your booking using your surname and booking ID

**Essential Communications**

* Notifying you of any changes to your booking (schedule changes, cancellations, availability issues)
* Sending pre-travel reminders and important travel information
* Contacting you in case of emergencies or urgent booking matters
* Responding to your inquiries about existing bookings

**Booking Retrieval Service**

* Your surname and booking ID are used as authentication to allow you to:
  + View your booking details
  + Access your travel documents
  + Check booking status
  + Review itinerary information

**What we DON'T do with your contact information**

* We don't sell your contact details to third parties
* We don't use your information for unrelated marketing without your consent
* We don't share your details with partners except as necessary to fulfill your booking
* We don't use your contact information for profiling or targeted advertising

**Data Retention** We retain your contact information and booking details for as long as necessary to:

* Provide ongoing access to your booking information
* Meet legal and regulatory requirements (typically 7 years for financial records)
* Handle any post-travel queries or issues

You can access your booking at any time using your surname and booking ID number through our booking lookup system.

## **How we protect your data**

We implement multiple layers of security to protect your personal information:

* **Encryption**: All data transmitted between your browser and our servers is encrypted using industry-standard SSL/TLS protocols
* **Secure Infrastructure**: Our services are hosted on Vercel's secure platform with AWS/EC2 infrastructure, benefiting from enterprise-grade security measures
* **Access Controls**: We restrict access to personal data to authorized personnel only, using role-based permissions and multi-factor authentication
* **API Security**: All connections to the Tourplan booking system use secure authentication tokens and encrypted communications
* **Regular Updates**: We maintain up-to-date security patches and regularly review our security practices
* **Data Minimisation**: We only collect and retain data necessary for providing our services

## **What data breach procedures we have in place**

In the unlikely event of a data breach:

1. **Immediate Response**: We will immediately investigate and contain any breach
2. **Assessment**: We will assess the risk to affected individuals and determine notification requirements
3. **Notification**: We will notify affected users within 72 hours if the breach poses a risk to your rights and freedoms
4. **Regulatory Compliance**: We will notify relevant supervisory authorities as required by law
5. **Documentation**: All breaches are documented, including actions taken and remediation measures
6. **Review**: Post-incident reviews are conducted to prevent future occurrences

## **What third parties we receive data from**

We may receive your information from:

* **Tourplan Systems**: Booking data, availability, and pricing information through their API
* **Travel Suppliers**: Hotels, tour operators, and activity providers when you make bookings
* **Payment Processors**: Transaction verification and fraud prevention data
* **Analytics Providers**: Aggregated usage data to improve our services
* **Social Media Platforms**: If you choose to connect your social media accounts
* **Business Partners**: Travel agencies or affiliates who refer you to our services

## **What automated decision making and/or profiling we do with user data**

We use limited automated processing to enhance your experience:

* **Personalised Recommendations**: Based on your search history and preferences, we may suggest relevant travel options
* **Dynamic Pricing Display**: Automated systems fetch and display real-time pricing from the Tourplan API
* **Fraud Prevention**: Automated checks to detect and prevent fraudulent bookings
* **Service Availability**: Automatic verification of tour and accommodation availability

You have the right to request human review of any automated decision that significantly affects you.

## **Industry regulatory disclosure requirements**

As a travel booking service, we comply with:

* **Package Travel Regulations**: We provide clear information about your rights when booking package holidays
* **ABTA/ATOL Protection** (if applicable): Details of financial protection for your bookings
* **Consumer Rights**: Clear cancellation policies and refund procedures as required by consumer protection laws
* **International Travel Requirements**: We may collect passport and visa information as required by destination countries
* **Health & Safety Disclosures**: We provide relevant travel advisories and safety information
* **Insurance Requirements**: We recommend appropriate travel insurance and may collect policy details
* **Data Localisation**: We comply with local data storage requirements where applicable

**Note**: You should verify what Australian (and international) travel industry regulations apply to your business based on your location and the markets you serve. Consider consulting with a legal professional to ensure full compliance with regulations like:

* EU Package Travel Directive (if serving EU customers)
* Local travel agent licensing requirements
* Financial protection schemes specific to your jurisdiction