

Makasa Ltd. (hereinafter referred to as 'Makasa') respects the privacy of any person whose personal data is processed by Makasa, including those of visitors and users of the website [www.makasatanzania.com](http://www.makasatanzania.com) (hereinafter referred to as 'the website'). Makasa considers due care in the processing of personal data of paramount importance. Makasa will process your personal data in accordance with the provisions of the General Data Protection Regulation (Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016).

Makasa processes personal data provided by you provide to Makasa, when:

- Maintaining telephone or mail contact;
- Booking trips or individual travel services;
- Sending a message when using the website contact form;
- Subscribing to and receiving newsletters.

Your personal data will be processed by Makasa and shared with third parties if and insofar as this is with your permission or if and insofar as this is necessary:

- To handle a request made or application submitted by you via the website or otherwise or to process the subscription to a newsletter or a booking made and arranged between you and Makasa.*

If for example, you provide personal data by means of the contact form on the website, this data will be used by Makasa for the purposes for which you provided it, for example to process your request for contact. If you make a booking with Makasa, the personal data provided by you when making the booking is used to process the booking and to be able to organise the trip (travel services) for you.

Within the framework of bookings, your personal data will be provided to third parties involved in the handling of the relevant booking, such as the airline carrier or, in case of a package tour, the tour operator where Makasa books the trip in its turn. In case of a flight that is booked, your name and date of birth are shared with the airline carrier. Within the framework of a package tour, Makasa will share your name, date of birth, nationality, home address, any dietary requirements, telephone number and if necessary and specified, your medical details.

Furthermore, now or in the future, you have the option of subscribing to newsletters via the website. The e-mail address provided by you within this framework will only be processed by Makasa in order to be able to send you the requested newsletters. You can unsubscribe from the newsletters in the manner as explained in the relevant messages.

- To fulfil a legal obligation, for example to comply with a government order or to comply with the tax obligations of Makasa.*
- For promoting the legitimate interests of Makasa or a third party, except when your interests or fundamental rights and freedoms designed to protect personal data outweigh those interests (of Makasa).*

Legitimate interests are taken to mean, for instance, the investigation into (attempted) unlawful and/or criminal behaviour aimed against Makasa or third parties, in connection with the use of the website for example. Legitimate interests further include processing by the Makasa hosting provider in order to be able to run the Makasa website and e-mail facilities and the processing (and storage) of your personal data by the operator of cloud software used by Makasa for data storage purposes (such as Dropbox).

Makasa will not sell your personal data under any circumstances. Persons who fall under the responsibility of Makasa, as well as third parties engaged by Makasa, are obliged to respect the confidentiality of your personal data.

Makasa stores your personal data within the European Economic Area ("EEA"). However, certain personal data collected by Makasa may be transferred or stored outside the EEA, for example because an external booking office is located there. If this is the case, Makasa ensures that the processing of your personal data outside the EEA is carried out safely and lawfully. Makasa will take the necessary steps in that respect to ensure that your personal data is adequately protected.

#### Google Analytics

The website uses cookies to collect data through Google Analytics in order to gain a better insight into the use of the website by its users. Analytical cookies

help analyse how the website is used by anonymously collecting log data and visitor behaviour on the website. Your IP address has been made untraceable, a processing agreement has been entered into with Google and no data is being forwarded for additional Google services.

#### Your rights

You are entitled to request Makasa for inspection, deletion and rectification of your personal data, as well as request restriction of data processing relating to you personally. You are furthermore entitled to object to the processing of data and you are entitled to data portability.

Insofar as the processing of personal data is based on consent obtained from you, you are at all times entitled to withdraw this consent without this affecting the lawfulness of the processing on the basis of the consent before it was withdrawn.

You are entitled to submit a complaint to the Dutch Data Protection Authority or in case you reside or are established in a country other than the Netherlands, to the supervisory authority in the country of that locality.

#### Retention of personal data

Personal data will only be retained by Makasa for the duration needed, given the purposes for which this data was obtained. Makasa takes appropriate technical and organisational measures in order to protect the personal data against the loss thereof or any form of unauthorised processing. These measures, including encryption of the website by means of an SSL certificate, taking into account the prior art and implementation costs, guarantee an appropriate level of security with a view to the risks involved in the processing and the nature of the data to be protected. The measures aim to prevent the unnecessary processing of personal data, among other things.

#### Contact

In the event of questions about this privacy policy or questions or complaints about the processing of your personal data by Makasa, feel free to contact Makasa. Makasa will be happy to assist in the event of questions or complaints about the processing of your personal data by Makasa or if you want to change or remove your personal data.

**Makasa Ltd.**

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