

Privacy Policy



Who We Are

This Privacy Policy applies to the website www.makutsi.com, operated by Makutsi (Pty) Ltd, Farm Harmony 133, Gravelotte 0895, South Africa. If you have any questions about this policy, please contact us at info@makutsi.com.

What Information We Collect

We collect personal information only when you voluntarily provide it to us — for example, when you submit an enquiry through our contact form. This may include:

- Your name
- Your email address
- Your phone number
- Your country of residence
- Any other information you choose to include in your message

We also collect standard website usage data automatically, which may include your IP address, browser type, pages visited, and time spent on the site. This data is collected in aggregate and is not used to identify you personally.

How We Use Your Information

We use the information you provide solely to:

- Respond to your enquiry about Makutsi Safari Springs
- Forward your enquiry to the relevant booking office if applicable
- Improve the content and usability of our website

We do not sell, rent, or share your personal information with third parties for marketing purposes. Your information may be shared with our authorised booking offices in Switzerland, Germany, and the United States, or with approved wholesale partners, solely for the purpose of processing your travel enquiry.

Cookies

Our website uses cookies — small text files stored on your device — to improve your browsing experience and to understand how our site is used. We use the following types of cookies:

- Essential cookies — necessary for the website to function correctly
- Preference cookies — to remember your settings and preferences
- Analytics cookies — to help us understand how visitors use our site (see below)

When you first visit our website, you will be asked to consent to non-essential cookies via our cookie consent banner. You may withdraw or change your consent at any time. You can also instruct your browser to refuse all cookies, though this may affect your experience on the site.

Privacy Policy



Analytics

Our website may use Google Analytics, a web analytics service provided by Google LLC. Google Analytics uses cookies to collect information about how visitors use our site. This data is used to improve the website and is processed in accordance with Google's Privacy Policy (policies.google.com/privacy). You can opt out of Google Analytics by installing the Google Analytics opt-out browser add-on (tools.google.com/dlpage/gaoptout).

Note: If Google Analytics has not been activated on this website, this section can be removed.

Data Storage & Security

Your personal data is stored securely and retained only for as long as necessary to respond to your enquiry or as required by applicable law. We take reasonable technical and organisational measures to protect your data against unauthorised access, loss, or misuse. However, no method of internet transmission is completely secure, and we cannot guarantee absolute security.

Your Rights

If you are located in the European Union or European Economic Area, you have the following rights under the General Data Protection Regulation (GDPR):

- The right to access the personal data we hold about you
- The right to request correction of inaccurate data
- The right to request deletion of your data
- The right to withdraw consent at any time
- The right to lodge a complaint with your local data protection authority

To exercise any of these rights, please contact us at info@makutsi.com.

Children's Privacy

Makutsi Safari Springs warmly welcomes families with children of all ages. We do not knowingly collect personal data directly from children under the age of 16. Enquiries on behalf of families are made by the parent or guardian, whose data is processed as described in this policy.

Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date. We encourage you to review this policy periodically.

Contact

If you have any questions about this Privacy Policy or how we handle your data, please contact us at info@makutsi.com.