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. Enquiries are handled by our booking offices, Makutsi Safaris AG, Littauerboden 1, 6014 Luzern, Switzerland, and Makutsi Safaris GmbH, Tulpenweg 11, 73492 Rainau, Germany, and by our booking office in the United States. Makutsi (Pty) Ltd operates Makutsi Safari Springs, a lodge in South Africa. Our website and our booking offices serve one common purpose: to inform you about the lodge and to book your stay there. For the processing of your data described in this policy, Makutsi (Pty) Ltd, Makutsi Safaris AG and Makutsi Safaris GmbH are therefore responsible together. 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

When you send an enquiry and you have accepted Statistics cookies, we also add information about how you reached our website: the source and medium (for example Google, paid search), the campaign and keyword of the advertisement you clicked, the first page you visited and the website you came from, and, if you have also accepted Marketing cookies, Google's click ID.
We use this only to understand which advertising leads to enquiries. These details are stored in your browser for up to 90 days and are included in the enquiry email that our booking office receives. If you decline Statistics cookies, nothing is added.
If you book a trip with us, we collect the information you agree to give us and that is needed to organise your trip to South Africa and to Makutsi Safari Springs, for example the names of the guests, travel dates and travel arrangements. We use it only for that purpose.
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
- Measure which of our online advertisements lead to enquiries (only if you have accepted the relevant cookies)

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.

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Service Providers and Legal Basis
We use service providers to run our website and handle enquiries: Hostinger (website hosting), SendLayer (sending enquiry emails), Hetzner (domain and email mailboxes), Railway (hosting of our booking system), Cloudflare (spam protection on our forms, which receives your IP address and browser details), Trustindex (display of Tripadvisor reviews) and Google (Google Analytics, Google Ads and Google Maps). These providers process data on our behalf or under their own privacy policies. The contracts with Hostinger, Hetzner and Railway are held by Makutsi Safaris AG. Our website contains links to our Facebook and Instagram pages. If you click them, you leave our website and the privacy policies of those services apply.

We process your enquiry in order to respond to your request and to prepare a possible booking and, if you book, to carry out your stay, and because we have a legitimate interest in answering enquiries and keeping our website secure. We use cookies and similar technologies for statistics and marketing only with your consent, which you can withdraw at any time.
Our website operator is based in South Africa and our booking offices are in Switzerland, Germany and the United States. Google and other providers may process data outside your country, including in the United States. Where required, we rely on appropriate safeguards for such transfers.

Cookies
Our website uses cookies, which are small text files stored on your device, to improve your browsing experience and to understand how our site is used and how our advertising performs. 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)
- Marketing cookies: to measure which of our online advertisements lead to enquiries (see Google Ads 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. Details of the cookies we use are in our Cookie Policy: https://makutsi.com/cookie-policy-eu/

Analytics
Our website uses Google Analytics, a web analytics service provided by Google. 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 decline Statistics cookies in our cookie banner at any time, or install the Google Analytics opt-out browser add-on (tools.google.com/dlpage/gaoptout).

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Google Consent Mode
Our website uses Google Consent Mode. Before you have made a choice in our cookie banner, and if you decline, Google's tags on our website send only limited signals to Google, without cookies. These may include your IP address (which every request from your browser contains), your browser type, the time and the page visited, the website you came from, your consent status and, if you arrived from a Google advertisement, the advertisement's click ID. At this stage no cookies are set or read on your device. According to Google, Google Analytics does not store IP addresses; for visitors in the EU, Switzerland and the UK, the IP address is only used to determine a rough location and is then discarded. If you accept the relevant categories in the banner, Google Analytics and Google Ads work with cookies as described in this policy.

Google Ads
When we advertise on Google, our website may use Google Ads to measure which advertisements lead to enquiries. If you accept marketing cookies, Google sets cookies or identifiers on your device for this purpose. The service is provided by Google (policies.google.com/privacy). You can change or withdraw your choice at any time via the cookie banner.

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. Booking records are kept for as long as needed to run your stay and as required by law, for example for accounting purposes. 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 object to processing based on our legitimate interests and to request restriction of processing
- The right to receive your data in a portable format
- The right to withdraw consent at any time
- The right to lodge a complaint with your local data protection authority

If you are located in Switzerland, you have corresponding rights under the Swiss Federal Act on Data Protection (FADP), including the right to lodge a complaint with the Federal Data Protection and Information Commissioner (FDPIC).

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

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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.

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