

PERSONAL INFORMATION PROTECTION POLICY

1. CONSENT AND ACKNOWLEDGMENT IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT 2013 ("POPI")

1.1. Personal Information Policy

*Please note that the use of the words "you" or "yours" for the purposes of this Policy shall be a reference to the individual communicating with Sim Tours (Pty) Ltd ("Sim Tours") and/or concluding any agreement and each of those travellers and/or travel companions and/or tour members referred to or included in terms of such agreement between the parties.

1.1.1. Sim Tours takes POPI and the protection of your personal information seriously.

This Policy sets out how Sim Tours will collect, use and protect the personal information of travellers and those acting on their behalf who require information, services and/or goods from us. Should you have any questions or comments arising from this Policy, please contact Sim Tour's designated information officer on info@simtours.co.za.

1.1.2. **The definition of personal information:** the personal information that Sim Tours will deal with will be information relating to birth dates, identity numbers, passport numbers, occupation information, health information, travel destinations, travel and meal preferences, personal and work email and contact details, financial information relating to credit cards, bank accounts and other payment methods.

1.1.3. **The purpose of the collection, use and disclosure (the processing) of your personal information:** in order to provide you with modes of transportation and related travel services such as accommodation, meals, excursions and tours etc. which Sim Tours sells to you and/or reserves on your behalf, it is necessary for us to collect, use and disclose your personal information in order to complete these and other transactions related to your requirements. More specifically, you will note that your information may be collected, used and/or disclosed in the obtaining of ancillary or additional services. Such instances will include:

- 1.1.3.1. to provide you with advertisements of travel related information and personalised communications;
- 1.1.3.2. to identify you and your preferences;
- 1.1.3.3. to make reservations, including airline, accommodation, car, tour and other reservations;
- 1.1.3.4. to obtain payment approval, including credit care or other financial approval for payment or payments;
- 1.1.3.5. to compile statistics and market research information;
- 1.1.3.6. to comply with the law; and
- 1.1.3.7. for any other purpose that is ancillary to the above (hereinafter referred to as 'the purpose')

Sim Tours will not use your personal information or process your personal information for any purpose other than those identified in this agreement. In the event that your information is required for an alternative purpose, Sim Tours will obtain your consent to use and or share your personal information beforehand.

1.1.4. **How personal information will be processed:** Sim Tours will only collect your information for the purpose. We will collect information relating to any agreement concluded between yourself and Sim Tours and the services that we provide to you in the following manner:

1.1.4.1. directly from you when you make a request of us for information and/or travel services, which request you may make in writing and /or verbally to us;

1.1.4.2. from your agent, relative, employer, work colleague and /or other duly authorised representative who seeks or request our services on your behalf;

1.1.4.3. from airlines or other service providers that provided you with services previously;

1.1.4.4. from financial institutions, credit bureaus and /or similar entities;

1.1.4.5. from our own records relating to our previous supply of services or responses to your request for services;

1.1.4.6. from any automated services, including reservation systems, that were used to render services to you previously; and

1.1.4.7. from a relevant Department of Home Affairs or equivalent entity in another country.

1.1.5. **To whom your personal information will be disclosed:** the personal information that may be processed in terms of your agreement for services with Sim Tours may be disclosed to other travel service providers on whose behalf we act as intermediaries, other third parties referred to above in relation to the purpose or who are sources of your personal information, service providers who operate across the borders of this country (trans-border flow of information) where your personal information must be sent in order to provide you with the information and/or services you have requested. In the event of another party/ies acquiring all of or a portion of Sim Tour's business, your personal information will be disclosed to that party but they will equally be obliged and bound, as we are, to protect your personal information in terms of this policy and the applicable laws.

1.1.6. **Consent and Permission to process your personal information:** As the signatory on behalf of the Client and each of the travellers included and referred to in terms of any agreement and any requests for services from Sim Tours, you accept notification of Sim Tour's Personal Information Policy as set out herein. Sim Tours will accept the following as your consent to the current or existing and future processing of your personal information:

1.1.6.1. should you fail to advise Sim Tours that you do not agree with the Policy and you wish to exclude all or some of the provisions of it, after you receive notification of this policy as contained herein;

- 1.1.6.2. should you directly or indirectly through an agent or representative acting on your behalf, provide us with your personal information when you request information or services from Sim Tours;
- 1.1.6.3. should you verbally and/or in writing give your consent, be it by virtue of a previous consent given or in the circumstances of an application form or survey or like interaction with Sim Tours.

Sim Tours draws to your attention the fact that in terms of POPI and other laws of the country, there are instances where your express consent is not necessary to permit the processing of your personal information, for example relating to police investigations, litigation or when your personal information is publicly available.

Where you share personal information of your travel partners with Sim Tours (i.e. all other travellers travelling with you or on whose behalf you are requesting services from Sim Tours in terms of your agreement with Sim Tours) you hereby consent on their behalf to the collection, use and disclosure of their personal information in terms of this personal information policy and you warrant that you are authorised to give this consent on their behalf.

In the case of giving personal information relating to children, you expressly warrant that you have obtained the consent of a person competent to give such consent on behalf of the child in question.

To this end, you indemnify and hold Sim Tours harmless in respect of any claims by any other person on whose behalf you have consented, should they claim that you were not so authorised. Sim Tours will not be held responsible for any improper or unauthorised use of your personal information that is beyond its reasonable control.

1.1.7. Your rights and duties regarding the processing of personal information:

- 1.1.7.1. You may withdraw your consent to the processing of your personal information at any time, and should you wish to do so, you must provide Sim Tours with reasonable notice to this effect. Please note that withdrawal of your consent is still subject to the terms and conditions of any contract that is in place. Should you wish to withdraw this page final page of your consent but the withdrawal would then result in the interference of legal obligations, then such withdrawal will only be effective if Sim Tours agrees to same in writing. Sim Tours specifically draws to your attention that the withdrawal of your consent may result in it being unable to provide you with the requested information and/or services.
- 1.1.7.2. In order to withdraw your consent, please contact Sim Tour's Information Officer on info@simtours.co.za.
- 1.1.7.3. A copy of this Policy is available on at our offices, situated **c/o Myburgh & Caledon Street, Somerset West, 7130** or accessible on www.simtours.co.za.
- 1.1.7.4. Should your personal information change in any respect, you should notify Sim Tours immediately of the change so that their records may be

updated. Sim Tours will rely on you to ensure that the information stored by it is accurate and up to date.

1.1.7.5. You have the right to access your personal information that Sim Tours may have in its possession and you are entitled to request the identity of which third parties will receive and/or process your information for the purpose. Please note however, that your request in this regard may be declined in the event that:

1.1.7.5.1. the information falls under legal privilege in the course of litigation;

1.1.7.5.2. the disclosure to you of your personal information in the form it is processed in may result in the disclosure of confidential or proprietary information;

1.1.7.5.3. giving you access may cause a third party to refuse to provide similar information to Sim Tours;

1.1.7.5.4. the information was collected in furtherance of an investigation or legal dispute, instituted or being contemplated;

1.1.7.5.5. the information as it is disclosed to you may result in the disclosure of another person's information;

1.1.7.5.6. the information contains an opinion about another person and that person has not consented; and

1.1.7.5.7. the disclosure is prohibited by law.

1.1.8. Requesting access and lodging of complaints:

1.1.8.1. You may submit any requests for access to your personal information in writing to Sim Tours designated Information Office info@simtours.co.za. Upon submission of a request to Sim Sport, you are required to provide us with specific details regarding the information you seek in order to allow Sim Tours to identify and provide you with this information.

1.1.8.2. With any request for access to your personal information, you will be required to provide us with certain personal information so that Sim Tours can verify your identity and provide you with the information you seek.

1.1.8.3. Sim Tour's is entitled to charge you a reasonable administration fee provide you with copies of the information you are requesting.

1.1.8.4. Please direct any request for your personal information, complaints regarding this policy, any aspect thereof or any of the procedures Sim Tours uses to process information, to the designated information officer at Sim Tours.

1.1.8.5. Should you feel that Sim Tours has not dealt with any complaint you have filed to your satisfaction, you have the right to contact the office of the Information Regulator established in terms of section 39 of the Protection of Personal Information Act 4 of 2013.