

LENANA HOUSE

Privacy Policy

Lenana Estates (PTY) LTD · Registration No. 2025/644382/07 · Last updated: March 2026

Lenana Estates (PTY) LTD (“we”, “us”, “our”) is committed to protecting your personal information. This Privacy Policy applies to all platforms through which you interact with us, including our email communications and any other technology or service we operate. By engaging with us, you consent to the collection and use of your personal information as described in this policy. If you do not consent, please do not submit an enquiry.

This policy is governed by the Protection of Personal Information Act 4 of 2013 (POPIA) of the Republic of South Africa.

1. Information We Collect

1.1 Information you provide to us

We collect information you provide directly, including:

- Completing the enquiry form
- Making or managing a booking
- Corresponding with us by email or telephone
- Entering a competition or completing a survey

This may include your name, email address, telephone number, travel dates, party size, nationality, identity or passport details (for KYC purposes), and any preferences or requirements you share with us.

1.2 Information collected automatically

We may automatically collect the following through cookies and similar technologies:

- Log information, including your interactions with our platforms and content viewed
- Device information, including device type, browser type and version, operating system, and IP address
- Information inferred about your preferences based on your interactions

1.3 Information from third-party sources

We may receive additional information about you from publicly or commercially available sources and combine it with information we have already collected. We may also receive information when you choose to connect with social networking services (such as Facebook, Instagram, or LinkedIn). By using our platforms, you consent to your information being shared with parties that may be situated in a different country to you, whose privacy laws may differ from those of your country of residence. We take reasonable steps to ensure appropriate confidentiality obligations are in place.

2. How We Use Your Information

We use your personal information to:

- Respond to your enquiry and manage your booking
- Process payments and issue booking confirmations
- Prepare for and facilitate your stay, including pre-arrival communications
- Make relevant and personalised recommendations regarding your stay
- Compile and maintain our client database
- Identify and take reasonable steps to prevent fraudulent access
- Compile anonymised statistical information about usage
- Comply with our legal and regulatory obligations under South African law

We do not sell, rent, or share your personal information with third parties for their own marketing purposes. We do not send unsolicited marketing communications.

3. Legal Basis for Processing

We process your personal information under POPIA on the following grounds:

- Contractual necessity: to fulfil your booking and facilitate your stay
- Legal obligation: where required by South African law
- Legitimate interest: where we have a legitimate business reason that does not override your rights
- Consent: where you have explicitly opted in

4. How We Share Your Information

We may share your information with:

- Service providers arranged on your behalf (transport, wellness, experience providers) who receive only the minimum information necessary
- Payment processors, operating under their own privacy and security standards
- Legal and regulatory authorities where required by South African law
- Auditors or attorneys in connection with legal proceedings or compliance requirements
- Any successor entity in the event of a business restructure, sale, or acquisition
- Third parties where you have provided explicit prior consent

We do not control the privacy practices of third-party services and encourage you to review their privacy policies before engaging with them.

5. Cookies and Tracking Technologies

We use cookies and similar technologies to understand how you interact with our platforms. Please refer to our Cookie Policy for full details of the cookies we use and how to manage them.

6. Data Retention

We retain personal information for as long as necessary to fulfil the purposes for which it was collected. Booking records are typically retained for five (5) years following your stay.

■ ■ *Confirm retention period with your legal advisor before publishing.*

7. Your Rights Under POPIA

As a data subject under POPIA, you have the right to:

- Be notified that your personal information is being collected
- Access the personal information we hold about you
- Request correction or deletion of inaccurate or outdated information
- Object to the processing of your personal information
- Lodge a complaint with the Information Regulator of South Africa

To exercise any of these rights, contact us at reservations@lenanaestates.com. We will respond within 30 days.

8. Information Regulator

If you are dissatisfied with our handling of your personal information:

- The Information Regulator of South Africa
- Website: www.justice.gov.za/inforeg
- Email: inforeg@justice.gov.za
- Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

9. Security

We implement appropriate technical and organisational measures to protect your personal information against unauthorised access, loss, or disclosure. Access to personal information within our organisation is limited to those who require it.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Guests with active bookings will be notified of material changes.

11. Contact

Lenana Estates (PTY) LTD · Registration No. 2025/644382/07

196 Kloof Road, Bantry Bay, Cape Town, 8005

Email: reservations@lenanaestates.com