

## POPIA LETTER OF INTEND



Dear Client, The Protection of Personal Information Act of 2013 (POPIA) recently came into effect on 1 July 2021. The Act is designed to protect your personal information and deliver your constitutional right to privacy.

You are a valued client to R&R Tours and Travel (Pty) Ltd. We strive to provide the best service to our clients and as such, to finalize your tour or transfer with us, we collect information about you and/or your firm. When you complete a reservation form, as provided on the Company Website, you consequently provide us with consent to process your personal information to:

- Make reservations and arrangements for you for the specific tour or transfer service.
- Communicate with you via electronic media and telephonically. It is important to note that you have rights in relation to your personal information. You have the right to contact R&R Tours and Travel at any time to ask the company to:
  - Confirm that it holds your personal information.
  - Provide you access to any records containing your personal information or a description of the personal information that R&R Tours and Travel hold about you.
  - Confirm the identity or categories of third parties who have had, or currently have, access to your personal information.
  - If you are of the view that any personal information that R&R Tours and Travel holds about you is incorrect, including that it is inaccurate, irrelevant, outdated, incomplete, or misleading, you can ask the company to correct it.
  - If you believe that any personal information that R&R Tours and Travel holds about you is excessive or has been unlawfully obtained, you can ask the company to destroy or delete it. As the responsible party, R&R Tours and Travel endeavours to:
    - Hold all personal information securely.
    - Not collect, process, store or distribute unnecessary information.
    - Only use your personal information for our specific business purposes.
    - Whenever the company sub-contracts other organisations to process any of your personal information on our behalf, we will bind these service providers to uphold our stringent privacy and security standards.