

OUR PRIVACY POLICY



ABOUT GOVERNORS' CAMP COLLECTION

Governors' Camp Collection was started over 40 years ago by Aris and Romi Grammaticas. We are the pioneers of luxury tented camps (Governors' Camp was the first permanent tented camp in Africa) situated in the best locations, in their respective environments. We are also pioneers in a community-owned gorilla trekking lodge and the first to combine hot air ballooning and aviation with our safari camps; all of this allows us to offer a very diverse set of experiences to our guests.

We have a 'Cast Of Characters' in an awesome team of people who are industry leaders, some of whom have been in the company for over 40 years; when you stay with us you will benefit from their knowledge and expertise. And last but not least, conservation and community are the two pillars of our ethos - we put this at the heart of everything we do.

WHO WE ARE

The Governors' Camp Collection ("we", "us", "our") consists of seven properties conducting various of our operations ranging from tour operating, lodge operations, aircraft operations, hot air ballooning and road transfer businesses. These entities are registered in the two countries that we operate in - Kenya and Rwanda. The holding company, "Musiara Ltd" is registered and headquartered in Kenya.

Our websites are listed as follows:

www.governorscamp.com

www.governorsballoonsafaris.com

www.governorsaviation.com

HOW WE USE YOUR DATA

In order to comply with General Regulation on Data Protection (EU) 2016/679, Article 13, which came into effect 25th May 2018, we have to notify you of the data we hold about you and how we use this data. At Governors' Camp Collection we hold your name and your email address.

We only use this data to share news, updates and/or special offers about Governors' Camp Collection properties with you (from which you may unsubscribe at any time). We take privacy extremely seriously and will never share your data with third parties.

The collection of your data (your name and email address) is carried out in a manual mode by a personnel specifically appointed by Governors' Camp Collection to input this data into our private database.

HOW TO MANAGE YOUR PREFERENCES

If you wish to stop receiving correspondence from us, now or at any time in the future then please click the 'safe unsubscribe' link in the footer of our newsletters. Or you can unsubscribe by contacting us, and we will remove you from the relevant marketing list.

If you unsubscribe completely from our marketing communications we may be unable to notify you of special offers which may be of interest to you. If you do unsubscribe from marketing communications you may still receive operational and service messages from us regarding your booking and responses to your enquiries made to us.

If you wish to update you information now, or at any time in the future then please use the 'Update Profile' link in the footer of our newsletters, or contact us with your new details and we will update them.

ANALYTICS

If you use buttons on our website linked to social media or similar sites (for example, “Like” and/or “Share” buttons), content from our Website may be sent back to those sites and, depending on your privacy settings, may be privately or publicly visible (for example, to friends, followers or generally to anyone who has access to your profile page).

PROTECTION OF YOUR PERSONAL INFORMATION

As we only collect your name and email address, this information is stored in our online database for the sole purpose of sharing our news, updates and any offers that may be of interest to you. To protect the privacy of this data, we have implemented and maintained appropriate technical and organisational security measures, such as the following:

- Placing confidentiality requirements on our staff members and service providers.
- Destroying or permanently anonymising your data if it is no longer needed for the purposes for which it was collected.
- Using secure communication channels on our website such as SSL (“secure sockets layer”) for transmitting data that is sent to us (such as an online contact form or an online payment). SSL are industry standard encryption protocols used to protect online transaction channels.

COOKIES

A “cookie” is a small computer file which is downloaded to your device. It collects information as to how you navigate our Website and the internet and helps us provide better website services to you.

Cookies may collect personal information about you. Cookies help us remember information about your visit to our website, like your departure point, and other settings and searches. Cookies enable us to understand who has seen which web pages and how frequently, and to determine which are the most popular areas of our website.

They can also help us to operate our website more efficiently and make your next visit easier and customise your view of the website to reflect your preferences and activities. They also help us tailor our marketing and advertisements to you on our website, other website you visit, social media websites and your other devices.

YOUR LEGAL RIGHTS

You have certain rights in relation to your personal information:

- In order to exercise your rights, we may ask you for additional information to confirm your identity and for security purposes, in particular before disclosing personal information to you.
- You can exercise your rights by emailing us at marketing@governorscamp.com. Subject to legal and other permissible considerations, we will make every reasonable effort to honour your request within 30 days or inform you if we require further information in order to fulfil your request. We may not always be able to fully address your request, for example, if it would impact the duty of confidentiality we owe to others, or if we are legally entitled to deal with the request in a different way.
- You have a right to request that we rectify inaccurate personal information or destroy it. We may seek to verify the accuracy of the personal information before rectifying it.
- We are not required to comply with your request to erase personal information if the processing of your personal information is necessary for compliance with a legal obligation.
- You can request that we stop contacting you for marketing purposes. If you have joined our mailing list, you can manage your marketing preferences automatically by clicking the “unsubscribe” link that you will find at the bottom of our emails which you receive from us, or you can unsubscribe by contacting us at marketing@governorscamp.com
- You have a right to request that we provide you with a copy of your personal information that we hold and you have the right to be informed of the source of your personal information; the purposes, legal basis and methods of processing and the data controller’s identity.

If you have any questions or if you feel your rights have been violated in any way, then please contact marketing@governorscamp.com and we shall get back to you as soon as possible.



Governors' Camp Collection
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