

Privacy Policy

Sequoia Garden Retreat's Privacy Policy in terms of the Protection of Personal Information Act 4 of 2013 ("POPIA"), Published in June 2018

In the same way that Sequoia Garden Retreat is committed to the spirit of welcoming our guests, we are dedicated to protecting your rights by complying with the applicable legislation when it comes to the processing of your personal information. This Privacy Policy ("Policy") applies to Sequoia Garden Retreat's website and governs data collection and processing.

This website is intended for use within the Republic but may be accessed both locally and internationally. Please note that your continued use of Sequoia Garden Retreat's website after you have read this Policy will constitute your consent and agreement to the terms of this Policy.

1. DEFINITIONS AND INTERPRETATION

1.1. "consent" means any voluntary, specific and informed expression of will in terms of which permission is given for the processing of personal information as defined in the POPIA.

1.2. "data" means electronic representations of information in any form as defined in the Electronic Communications and Transactions Act 25 of 2002 ("ECTA");

1.3. "data subject" means the person to whom personal information relates as defined in the POPIA.

1.4. "e-mail" means electronic mail, a data message used or intended to be used as a mail message between the originator and addressee in electronic communication as defined in the ECTA.

1.5. "IP" means the Internet Protocol used by an information system to connect to the internet as defined in the ECTA.

1.6. "personal information" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, an existing juristic person as more fully defined in the POPIA.

1.7. “processing” means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, as more fully defined in the POPIA.

1.8. “Republic” means the Republic of South Africa.

1.9. “third party” in relation to a service provider, means a subscriber to the service provider’s services or any other user of the service provider’s services or a user of information systems as defined in the ECTA.

1.10. “you”, “your” or “the user” means any person who accesses and browses Sequoia Garden Retreat’s website for any purpose(s).

1.11. “we”, “our” or “us” means Sequoia Garden Retreat, as defined in the title above.

1.12. “web site” means any location on the internet containing a home page or web page as defined in the ECTA.

2. SCOPE OF THIS POLICY

2.1. This Policy applies to our website and to all accommodation facilities owned or managed by Sequoia Garden Retreat.

2.2. Our website may contain references and/or links to websites that are owned or managed by third parties which third parties are not related to us and to which third parties this Policy does not apply to. We cannot accept any liability for the actions of a third party should the third party use your personal information in a manner inconsistent with the provisions of the POPIA and/or any other applicable data protection laws.

3. COLLECTION OF THE USER’S PERSONAL INFORMATION

3.1. Sequoia Garden Retreat may collect your information through our online services and your visits and contacts with us, such as:

- Contact information including your name, home or work telephone number or e-mail address;
- Date and place of birth;
- Nationality, visa, passport or other related identification data;
- Language preference;

- Travel itinerary, activity or tour group data;
- Employer's details;
- Data relating to guest preferences and personalised data, prior guest visits, amenities and goods and services requested;
- Noteworthy dates such as birthdays, anniversaries and special occasions; and
- Anonymous demographic information such as your postal or ZIP code, age, gender, preferences and interests, which are not unique to you;
- Data about your family members and friends, such as their names and/or ages.

3.2. You agree to provide correct and current information to us and not to misrepresent or imitate any person or entity or falsely state or misrepresent your affiliation with anyone or anything.

3.3. Sequoia Garden Retreat will process your information lawfully and in a reasonable manner that does not infringe upon the privacy of the data subject.

3.4. Sequoia Garden Retreat's website will explicitly ask when we need your personal information or when we request to contact you. You have the right to request that your personal information not be used for any other use except for the intended purpose of its collection. Sequoia Garden Retreat will furnish you with the means to ensure that your personal information is correct and up to date, where possible, alternatively, you may request for your personal information to be updated. We will take all reasonable steps to confirm your identity before making changes to your personal information that we may have in our possession.

3.5. Sequoia Garden Retreat will use your personal information to operate our website, to provide services to you and to inform you of current features, services and products. If we intend to use your personal information for secondary use, we will allow you to decline this service.

3.6. Sequoia Garden Retreat's website may disclose personal information if legally required to do so or where we believe in good faith that such action is necessary in order to: (a) comply with applicable law or with legal process served on Sequoia Garden Retreat and/or our subsidiaries or our website; (b) protect and defend the rights or property of Sequoia Garden Retreat, or its website; or (c) act under circumstances where it is necessary to protect the personal safety of users of goods and services of Sequoia Garden Retreat, our website or the public.

3.7. Website usage information is automatically collected through the use of “cookies” which allow us to collect your usage information when viewing our website. Cookies are not programmes that deliver viruses to your personal computer or damage your files but are used to identify and remember your preferences in line with your current settings. If you do not want us to collect information collected through the use of cookies, there is a simple procedure in most internet browsers that allows you to deny or accept the cookie feature, however, should you visit our website after you have disabled cookies, certain features and services may no longer be available to you. Please note that we do not use third-party advertising cookies.

3.8. In circumstances where you directly disclose personal information or personally sensitive data through our public message boards, this information may be collected and used by other users. Please note that we do not read any of your private online communications.

3.9. Sequoia Garden Retreat automatically collects and uses information about your computer hardware and software which includes your Internet Protocol (“IP”) address, internet browser type, domain names, access times and referring web site addresses to operate and to maintain the quality of our service and to provide general statistics regarding the use of our website.

4. USE OF YOUR PERSONAL INFORMATION

4.1. Sequoia Garden Retreat utilises your personal information in order to operate our website and to deliver services tailored to suit your individual needs. We may contact you in the form of a survey to determine your opinion of services that are currently on offer or of possible future services that may be offered by us. We only collect information and/or personal information that we require for a specified purpose.

4.2. Sequoia Garden Retreat will not use or distribute sensitive personal information, such as your religion, race or political status, without your express prior consent.

4.3. Sequoia Garden Retreat may collect information that is not personal to you regarding your activities on our website and use such information to help us furnish the user with more useful and relevant information and to understand which pages of our website are most viewed.

4.4. Sequoia Garden Retreat reserves the right to use our service providers who provide services such as marketing, maintenance and audit-related services on our behalf. We have agreements in place to ensure that these service providers will only have access to your personal information as is necessary for them to perform services and duties on our behalf and they are not permitted to use or disclose your personal information for any other purpose to any third party.

4.5. Sequoia Garden Retreat will take the necessary steps to protect your information in line with the Protection of Personal Information Act (POPIA).

5. SECURITY AND DISCLOSURE OF YOUR PERSONAL INFORMATION

5.1. Sequoia Garden Retreat will not collect and/or process any of your personal information that you do not want to be collected or processed. We take the necessary steps in order to ensure that your personal information is secure from unauthorised use, access or disclosure.

5.2. We may disclose your personal information to our service providers who render products and services to you in the course and scope of their employment by us on our behalf.

5.3. It is a reality that the transmission of information, including personal information, via the internet is not always secure. Although we take all reasonable and practical steps to secure the confidentiality of the personal information in our possession, we do not guarantee that our security system on our website is entirely secure or error-free. Any transmission of your personal information across any of our website will be solely at your own risk and no liability shall attach to us as a result of the loss of, damage to or unauthorised destruction of your personal information.

6. ACCESS TO INFORMATION

6.1. You have the right to request a copy of the personal information that we have in our possession furnished to us by you. Please contact us on the e-mail address provided below and detail the information that you require from us.

6.2. We will take all reasonable steps to confirm your identity before furnishing you with any of your personal information that we may have in our possession.

7. RETENTION

Sequoia Garden Retreat will only retain your personal information for the period of time necessary to fulfil the purposes detailed by this Policy. This period of time is dependent on the length of the relationship that you have with us and our current legal position at the time of the prevailing law. We will retain your information as is necessary to comply with legal, regulatory or accounting requirements.

8. AMENDMENTS TO THIS POLICY

Please note that we may amend this Policy without prior notice to you. Please refer to this Policy at regularly to acquaint yourself with any amendments to this Policy. Any Policy amendments become effective immediately on the date that they are published by us.

9. CONTACT US

Should you have any queries regarding this Policy, please e-mail sequoiastay@gmail.com. Please ensure that you do not include sensitive information such as your card details in your e-mails to us as electronic communications are not always secure.