

Privacy Policy

Our Privacy Policy

At Liz Explore Tours and Safaris, we take the protection of our travelers' privacy very seriously. As a specialist tour operator focused on quality, we have developed a business based on the trust built between us and our travelers. This trust is vital when arranging holidays to some of the most remote corners of the earth, and it is essential to understand that we protect the privacy of anyone who books with us.

This policy explains the basis on which the personal data you provide us, or that we collect from you, will be processed by us. Please read the following carefully to fully understand how we will treat your personal data, and feel free to ask if anything isn't what Information Do We Collect from You?

Type of Information We Process

Account Information: Information you provide when creating an account on our website, such as your name, address, phone number, email address(es), and interests.

Enquiry Information: Information we discuss over the phone relating to your holiday enquiry, including your name, address, phone number, email address(es), and interests.

Booking Information: Information you provide on the booking form when confirming a holiday with us, or information provided via email or phone conversations relating to your holiday. For all travelers, this may include full names, date of birth, nationality, dietary requirements, medical requests, insurance details, and occasionally passport information when necessary.

Financial Information: Records of financial transactions you carry out on our site, such as deposit authorizations or balance payments.

Feedback: Voluntary information provided through feedback forms after your holiday.

Website Usage: Information about your visit using cookies to help us improve our website, troubleshoot issues, and better our service to you. Please refer to our Cookie Policy for more information.

Why Do We Collect This Information?

We collect your details to: - Contact you to discuss your holiday enquiry, provide advice, and help plan the perfect holiday.

Collect further information if you choose to book a holiday through us, to fulfill our contract with you and confirm all arrangements with various suppliers.

How Will We Use the Information About You?

We will use the information we have collected about you in the following ways:

- ✓ To respond to an enquiry, you have made.
- ✓ To fulfill our contract with you and confirm your trip, which may involve passing your details to various suppliers (e.g., airlines, accommodation suppliers, transfer suppliers, car-hire suppliers, and suppliers for various excursions).
- ✓ To provide you with information, products, or services that you request from us or which we feel may be of interest to you. We will only contact you by electronic means (email) with information that we think will interest you based on your previous holidays with us or enquiries.

In exceptional circumstances, Liz Explore Tours and Safaris may be required to cooperate with legal authorities. We may be required to disclose personally identifiable information in response to requests from law enforcement authorities. We would, of course, only provide the information required.

We will not pass your data to any third-party companies.

Your Rights

Please note that we do not wish to collect and/or process any personal information from you that you do not want to be collected and/or processed. You have the right to:

- ✓ Access the personal information we hold about you.
- ✓ Request correction of any inaccurate personal information.
- ✓ Request deletion of your personal information.
- ✓ Object to the processing of your personal information.
- ✓ Request restriction of processing your personal information.
- ✓ Request transfer of your personal information to another party.

If you have any questions or concerns about our privacy policy or how we handle your personal data, please contact us.

Liz Explore Tours and Safaris

Mombasa, Kenya

www.lizsafaris.com