

## Privacy Policy

### 1. WHO ARE WE?

Hi5 TANDEM PARAGLIDING Cape Town (*"Hi5 TANDEM PARAGLIDING"*, *"We"*, *"Us"*) is a tandem paragliding company that provides tandem paragliding flights (*"Services"*) and is a member of the South African Hang Gliding and Paragliding Association (*"SAHPA"*).

This Privacy Policy complies with and facilitates the obligations required from the South African Protection of Personal Information Act No. 4 of 2013 (**"POPIA"**), as amended, and applies to users and Students of Hi5 TANDEM PARAGLIDING (**"you"**).

This privacy policy will also explain how we use the personal data we collect from you when you use our website or contact us via email, social media or WhatsApp.

### 2. What data do we collect?

Hi5 TANDEM PARAGLIDING collects the following information:

- Personal identification information (Name, email address, billing address, phone number, etc.)
- Purchase information (order details, billing history, etc.)

### **3. How do we collect your data?**

You directly provide us with most of the data we collect. We collect data and process data when you:

- Contact us via email in order to enquire or make a booking for our services.
- Voluntarily complete a customer survey or provide feedback via our website or any other platforms.
- Use or view our website via your browser's cookies.
- Provide your information when booking with us via social media, WhatsApp, Messenger, text message or email.

### **4. Personal data you give us about others.**

In some instances you may enquire and book services for others, thereby sharing their personal information with us. This information is maintained in the same way as the information you provide about yourself.

However, it is your responsibility to ensure that any other party you are representing are aware that you are disclosing their information to Hi5 TANDEM PARAGLIDING and that they have understood and accepted Hi5 TANDEM PARAGLIDING's Privacy Policy.

### **5. Hi5 TANDEM PARAGLIDING may also receive your data indirectly from the following sources:**

Any of our suppliers, agents or tour operators that you provided your information to while making a booking.

## 6. How will we use your data?

We collect your data so that we can:

- Process your order and manage your account/bookings.
- Provide a service to you.
- Email you with special offers on other products and services we think you might like.
- Engage with you on social media channels.
- Provide customer support to you when required.
- Provide you with relevant online advertisements and marketing campaigns.

## 7. When Hi5 TANDEM PARAGLIDING directly processes your payment, we may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

## 8. How do we store your data?

We securely store your data at our physical premises and electronically via our online database which is encrypted.

However, you may ask us to delete your personal identification data at any time via the methods described below.

## 9. Marketing

By accepting this Privacy Policy you are agreeing that Hi5 TANDEM PARAGLIDING may send you information about our products and services that we think you might like.

You can always opt out of receiving this information at any time and stop us from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please contact us via email:

[info@hi5paragliding.co.za](mailto:info@hi5paragliding.co.za)

## 10. What are your data protection rights?

We would like to make sure you are fully aware of all of your data protection rights:

- **The right to access** – You have the right to request us to provide you with copies of your personal data. We may charge you a small admin fee for this service.
- **The right to rectification** – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request us to complete the information you believe is incomplete.
- **The right to erasure** – You have the right to request that we erase your personal identification data, under certain conditions.
- **The right to restrict processing** – You have the right to request that we restrict the processing of your personal identification data, under certain conditions.
- **The right to object to processing** – You have the right to object to us processing your personal identification data, under certain conditions.
- **The right to data portability** – You have the right to request that we transfer the data that we have collected from you to another organization, or directly to you, under certain conditions.

We will attend to requests for access to Personal Information within a reasonable time. If you would like to exercise any of these rights, please contact us at our email: [info@hi5paragliding.co.za](mailto:info@hi5paragliding.co.za)

## 11. Commitment to Data Security

Your personally identifiable information is kept secure. Only authorized employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information. All emails and newsletters from this site, or us allow you to opt out of further mailings.

## **12. Cookies**

A cookie is a small text file that is placed on your hard disk by a web page server. Cookies contain information that can later be read by a web server in the domain that issued the cookie to you. Cookies cannot be used to run programs or deliver viruses to your computer. No Personal Information is stored in cookies.

We may use technologies, such as cookies, to collect information about the pages you view, the links you click and other actions you take on our sites and services. We use the information we collect for statistical purposes and to study how the Website is used so that we may improve and enhance your experience on the Website.

## **13. Privacy policies of other websites**

The Hi5 TANDEM PARAGLIDING website may contain links to other websites. Our privacy policy applies only to our website and services, so if you click on a link to another website, you should read their privacy policy.

## **14. Changes to our privacy policy**

Hi5 TANDEM PARAGLIDING keeps its Privacy Policy under regular review and places any updates on this web page.

We reserve the right to modify this Privacy Policy with any updates. The Privacy Policy posted at any time via the Website shall be deemed to be the Privacy Policy then in effect. We therefore encourage you to check this page regularly.



Hi5 Tandem Paragliding  
101A Kloof Nek Rd  
Cape Town  
8001  
[info@hi5paragliding.co.za](mailto:info@hi5paragliding.co.za)  
<http://hi5paragliding.co.za>  
[+27 82 825 1111](tel:+27828251111)

#### 15. How to contact us

If you have any questions about Hi5 TANDEM PARAGLIDING 's Privacy Policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact via:

Email: [info@hi5paragliding.co.za](mailto:info@hi5paragliding.co.za)

Tel/Cell: +27 82 825 1111

WhatsApp: +27 82 825 1111

#### 16. How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Hi5 TANDEM PARAGLIDING has not addressed your concern in a satisfactory manner, you may contact the South African Information Commissioner's Office.

**Complaints** email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

**General enquiries** email: [info@justice.gov.za](mailto:info@justice.gov.za).

**Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001.

#### 17. Governing Law

This Privacy Policy and all disputes and claims arising from it shall be governed by and construed in accordance with the laws of the Republic of South Africa.