



Privacy Policy

Elephant & Cheetah Experience – Victoria Falls

Effective Date: 10/12/2025

At Elephant & Cheetah Experience – Victoria Falls, your privacy is extremely important to us. This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit our website, make a booking, or interact with us in any way.

By using our website and services, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following types of personal information:

a) Information You Provide Directly

- Full name
- Email address
- Phone number
- Nationality
- Booking details (activity selected, dates, number of guests)
- Special requests or medical considerations
- Payment confirmation details (we do not store full card details)

b) Information Collected Automatically

- IP address
- Browser type
- Device type
- Pages visited
- Time and date of access

This information is collected through cookies and analytics tools to improve user experience.



2. How We Use Your Information

We use your personal information to:

- Process and manage bookings
- Communicate with you regarding your reservation
- Provide customer support
- Send itinerary details and important updates
- Improve our website and services
- Comply with legal and regulatory requirements
- Send marketing communications (only if you opt in)

We do not sell, rent, or trade your personal data to third parties.

3. Payment Security

All payments are processed through secure third-party payment providers. Elephant & Cheetah Experience does not store or have access to your full credit/debit card details.

4. Sharing of Information

Your information may be shared only with:

- Trusted booking agents and partners involved in delivering your experience
- Payment processors
- Legal or regulatory authorities if required by law

All third parties are required to maintain strict confidentiality and data protection standards.

5. Data Protection & Security

We take appropriate technical and organizational measures to protect your personal information from:

- Unauthorized access
- Loss or misuse
- Alteration or disclosure



Access to sensitive data is limited to authorized staff only.

6. Cookies

Our website uses cookies to:

- Improve functionality
- Analyse traffic
- Enhance user experience

You may disable cookies in your browser settings, though this may affect site performance.

7. Your Rights

You have the right to:

- Request access to your personal data
- Request correction of inaccurate information
- Request deletion of your data (subject to legal obligations)
- Withdraw consent for marketing communications at any time

To exercise these rights, contact us using the details below.

8. Children's Privacy

We do not knowingly collect personal data from children without parental or guardian consent. Any bookings involving minors must be made by adults.

9. Third-Party Links

Our website may contain links to external websites. We are **not responsible** for the privacy practices or content of these third-party sites.

10. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Changes will be posted on this page with an updated effective date.



11. Contact Us

If you have any questions about this Privacy Policy or your data, please contact us at:

Elephant & Cheetah Experience – Victoria Falls

Email: reservations@elecheetahexperience.com or bookings@elecheetahexperience.com

Phone: **+263777324847**

Website: www.elecheetahexperience.com