

# GTA PRIVACY POLICY

Read our terms of use and privacy policy. It is your duty to understand how online information is gathered and used. Our privacy policy applies to all information collected on our website, information collected via our Membership Service Level Agreements and Service Provider and Supplier SLA's.

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## TERMS AND CONDITIONS

1. All services rendered by or on behalf of EZT Travel (Pty) Ltd t/a Global Travel Alliance South Africa ('Global Travel Alliance' / 'GTA') to the members are subject to the terms and conditions set out below and the terms and conditions of the membership service agreement.
2. Global Travel Alliance, located at Unit 104, 4 Perfecta Street, Paarden Island, South Africa, is part of the Global Travel Alliance Group of Companies.
3. Global Travel Alliance is a membership-based supplier of travel and accommodation. Members have access to GTA's accommodation and travel inventory on this website. Members shall:
  - 3.1. Have access to the website;
  - 3.2. Be entitled to set travel, accommodation and/or other service criteria;
  - 3.3. Be entitled to request quotations; and
  - 3.4. Be entitled to confirm bookings and place reservations relating to travel, accommodation and/or other service requirements.
4. The services do not include advisory services.
5. Any person(s) wishing to utilise GTA's service indicates their acceptance of these terms and conditions and the terms and conditions of the membership service agreement by proceeding with quotations and bookings. Upon doing so, such person is deemed to have read, understood and accepted the aforesaid terms and conditions and to have the authority to do so on behalf of the person/company in whose name the reservation or booking is made (collectively referred to as 'member(s)').
6. Global Travel Alliance and/or its affiliates or its respective suppliers make no representations about the suitability, reliability, availability, timeliness, and accuracy of the information, products, and services for any purpose contained in the attached voucher. All such information, products, services are provided "as is" without warranty of any kind from Global Travel Alliance. Global Travel Alliance

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hereby disclaim all warranties and conditions with regard to this information, software, products, services and related graphics, including all implied warranties and conditions of merchantability, fitness for any particular purpose, title and non-infringement.

7. In no event shall Global Travel Alliance and/or its suppliers be liable for any direct, indirect, punitive, incidental, special, consequential damages or any damages whatsoever including, without limitation, damages for loss, arising out of or in any way connected with the use or performance of the products or related services advertised on this website, the provision of or failure to provide services, or for any information, software, products, services, whether based on contract, tort, negligence, strict liability or otherwise.

## PRIVACY POLICY

### HOW WE COLLECT INFORMATION

1. We may collect certain information during any of the following:
  - 1.1. on signing up;
  - 1.2. when engaging with third party service providers;
  - 1.3. making use of our real-time reporting tools;
  - 1.4. making use of any reservation services;
  - 1.5. making use of any other goods or services offered by us;
  - 1.6. during the booking process;
  - 1.7. during any online session from your web browser;
  - 1.8. from cookies we may send to your computer and from web beacons on our website to track how you use our website and to try and give you a personalised experience; and
  - 1.9. optional information, that you provide when you upload or download content from our website or when you enter competitions, take advantage of promotions, respond to surveys or register and subscribe for certain additional services use.

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**WE MAY USE YOUR INFORMATION:**

2. to send you administrative messages and email updates to you regarding the website;
3. for marketing purposes;
4. for targeted content in certain, specified instances directly or via third party service providers; and
5. for business purposes, which may be deemed beneficial to you.

**MOBILE DEVICE:**

6. If you're using the mobile device, we may collect data that identifies settings and locations.

**DISCLOSURE**

7. We might disclose your information in the specific circumstances mentioned in this policy.

**SECURITY**

8. We endeavour to protect your information. In this regard you have the following choices:
  - 8.1. You can turn off cookies in your browser; or
  - 8.2. You can opt-out of marketing communications with us by clicking on unsubscribe link in any marketing email that has been sent you.

**GLOBAL TRAVEL ALLIANCE PRIVACY AND PERSONAL INFORMATION POLICY**

9. Audience
  - 9.1. This policy applies to all visitors to our website and members, potential members and clients or potential clients of our affiliates or partners ("you" and "your").

## PURPOSE OF THIS POLICY

10. This policy disclaims the personal information and privacy issues that affect you and any potential clients. It describes the way we collect, store, use, and protect information that can be associated with you, your business or a natural person and can be used to identify any of the above ("personal information").

## PERSONAL INFORMATION:

11. includes
  - 11.1. certain information collected upon signing up;
  - 11.2. additional information accessed through your interactions with us; and
  - 11.3. optional information that you voluntarily provide to us.
  
12. excludes
  - 12.1. information that has been made anonymous so that it does not identify a specific person;
  - 12.2. permanently de-identified information that does not relate or cannot be traced back to you specifically; and
  - 12.3. non-personal statistical information collected and compiled by us and information that you have provided voluntarily in an open, public environment or forum including (without limitation) any blog, social media account, chat room, community, classifieds or discussion board. Because the information has been disclosed in a public forum, it is no longer confidential and does not constitute personal information subject to protection under this policy.

## ACCEPTANCE OF TERMS

13. You must accept all the terms of this policy when you visit our website or sign up for any of our services. If you do not agree with anything in this policy, then you may not sign up for and use any of the services. You may not access our website or use our services if you are younger than 18 years old or do not have legal capacity to conclude legally binding contracts. By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all its terms.

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## CHANGES

14. We may change the terms of this policy at any time. Any changes will be placed in a prominent place on the website or by email. If you do not agree with the change you must stop using the services. If you continue to use the services following notification of a change to the terms, the changed terms will apply to you and you will be deemed to have accepted such terms.

## COLLECTION

15. On sign up:
  - 15.1. Once you sign up for a membership via our website, you will no longer be anonymous to us as you will provide us with personal information.
16. This personal information will include:
  - 16.1. your name, surname, company name, company registration number, and VAT number;
  - 16.2. your postal address, email address, telephone number, and postal code;
  - 16.3. your user ID and password;
  - 16.4. your social media details or related user accounts;
  - 16.5. Payment details, bank account(s) and credit card number(s).
17. Collection on use
  - 17.1. In order to provide the services to you, you will be asked to provide us with additional information on a voluntary basis such as:
  - 17.2. profile management details;
  - 17.3. flight, hotel, card reservations;
  - 17.4. real-time reporting details;
  - 17.5. personal account details;
  - 17.6. visa details.
18. Optional details
  - 18.1. You may also provide additional information on a voluntary basis such as value-added services or third-party services provided by our partners or affiliates or any further information you provide to us ("optional

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information"). This includes content or products or when you enter competitions, take advantage of promotions, respond to surveys, sign up and subscribe for certain additional services, or otherwise use the optional features and functionality of the website.

19. Collection from browser

19.1. We automatically receive and record internet usage information on our server logs from your browser, such as your Internet protocol address ("IP address"), browsing habits, click patterns, version of software installed, system type, screen resolutions, colour capabilities, plug-ins, language settings, cookie preferences, search engine keywords, JavaScript enablement, the content and pages that you access on the website, and the dates and times that you visit the website, paths taken, and time spent on sites and pages within the website ("usage information"). Please note that other websites visited before entering our website might place personal information within your URL during a visit to it, and we have no control over such websites. Accordingly, a subsequent website that collects URL information may log some personal information.

20. Cookies

20.1. When you access our website, we may send one or more cookies (small text files containing a string of alphanumeric characters) to your computer to collect certain usage information. We use session cookies (which disappear after you close your browser) and persistent cookies (which remain after you close your browser and which can be removed manually) and may be used by your browser on subsequent visits to our website. We use information gathered by cookies to improve the website. Please note that some of our affiliates use their own cookies or widgets on our website. We have no access to or control over them. Information collected by any such cookie or widget is governed by the privacy policy of the company that created it, and not by us.

21. Tracking Tools

21.1. Global Travel Alliance uses third party tracking tools in order to improve your customer experience.

22. Web beacons

22.1. Our website may contain electronic image requests (called a “single-pixel gif” or “web beacon” request) that allow us to count page views and to access cookies. Any electronic image viewed as part of a web page (including an ad banner) can act as a web beacon. Our web beacons do not collect, gather, monitor or share any of your personal information. We merely use them to compile anonymous information about our website.

23. Recording calls

23.1. We will monitor and record telephone calls that you make to our switchboard which is mandatory in order for us to provide services to you.

24. Purpose for collection

24.1. We may use any service information and optional information provided by you for such purposes as indicated to you at the time you agree to provide such service information or optional information. We may use your usage information for the purposes described above and to:

- 24.1.1. remember your information so that you will not have to re-enter it during your visit or the next time you access the website;
- 24.1.2. monitor website usage metrics such as total number of visitors and pages accessed;
- 24.1.3. provide any services, which may be useful or beneficial to you; and
- 24.1.4. track your entries, submissions, and status in any promotions or other activities in connection with your usage of the website.

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## USE

### 25. Messages and updates

25.1. We may send administrative messages and email updates to you regarding the website. In some cases, we may also send you primarily promotional messages. You can choose to opt-out of promotional messages.

## DISCLOSURE

### 26. Sharing your information

26.1. We may share your personal information with:

26.1.1. Other divisions or companies within the group of companies to which we belong, affiliates or service providers so as to provide joint content or services for transactions and client support, to help detect and prevent potentially illegal acts and violations of our policies, and to guide decisions about their products, services and communications.

26.1.2. An affiliate, in which case we will seek to require the affiliates to honour this privacy and personal information policy;

26.1.3. Our service providers under contract who help with parts of our business operations (including fraud prevention, bill collection, marketing, technology services). Our contracts dictate that these service providers only use your information in connection with the services they perform for us and not for their own benefit;

26.1.4. Credit bureaus to report account information, as permitted by law; and

26.1.5. Banking partners as required by credit card association rules for inclusion on their list of terminated merchants (in the event that you utilise the services to receive payments and you meet their criteria).

27. In the process of various activities recorded in this policy we may receive a fee or compensation from third parties, and you expressly consent and approve our engagement in those activities.

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28. Regulators:
  - 28.1. If you contact us regarding your experience with using our services and/or products, we may disclose your personal information as required by law or governmental audit.
  
29. Law enforcement.
  - 29.1. We may disclose personal information if required:
    - 29.1.1. by a subpoena or court order;
    - 29.1.2. to comply with any law;
    - 29.1.3. to protect the safety of any individual or the general public; and
    - 29.1.4. to prevent violation of our service terms.
  
30. Marketing purposes
  - 30.1. We may disclose aggregate statistics (information about the customer population in general terms) about the personal information to business partners.
  
31. Employees
  - 31.1. We may need to disclose personal information to our employees that require the personal information to do their jobs.
  
32. Change of ownership
  - 32.1. If we undergo a change in ownership, or a merger with, acquisition by, or sale of assets to, another entity, we may assign our rights to the personal information we process to a successor, purchaser, or separate entity. We will disclose the transfer on the website. If you are concerned about your personal information migrating to a new owner, you may request us to delete your personal information.

## SECURITY OF PERSONAL INFORMATION

33. Generally, we use computer safeguards such as firewalls and data encryption to protect personal information and we enforce physical access controls to our buildings and files. We authorize access to personal information only for those

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employees who require it to fulfil their job responsibilities. Our website is hosted in a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. We authorize access to personal information only for those employees who require it to fulfil their job responsibilities.

### **ACCURATE AND UP TO DATE**

34. We will try to keep the personal information we collect as accurate, complete and up to date as is necessary for the purposes explicitly defined in this policy. From time to time we will request you to update your personal information via the website, SMS messaging or telephone. You are able to review or update any personal information that we hold on you by emailing or phoning us. Please note that in order to better protect you and safeguard your personal information, we take steps to verify your identity before making any corrections to your personal information.

### **RETENTION OF PERSONAL INFORMATION**

35. We will only retain your personal information for as long as we determine is necessary to fulfil the purposes explicitly set out in this policy, unless:
- 35.1. retention of the record is required or authorised by law; or
  - 35.2. you have consented to the retention of the record.
36. During the period of retention, we will continue to abide by our obligations. Unless explicitly directed otherwise, your access of our website or use of our services is deemed consent to retain records of the information outlined in this privacy and personal information policy.

### **TRANSFER OF PERSONAL INFORMATION OUTSIDE SOUTH AFRICA**

37. We may transmit or transfer personal information outside South Africa to a foreign country. Personal information may be stored on servers located outside South Africa in a foreign country whose laws protecting personal information may not be as stringent as the laws in South Africa. You consent to us processing

your personal information in a foreign country whose laws regarding processing of personal information may be less stringent.

#### **UPDATING OR REMOVING**

38. You may choose to correct or update the personal information you have submitted to us by contacting us on the contact details provided on this website.

#### **LIMITATION**

39. We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third-party websites.

#### **ENQUIRIES**

40. If you have any questions or concerns arising from this privacy and personal information policy or the way in which we handle personal information, please contact us at: [enquiries@gtasa.co.za](mailto:enquiries@gtasa.co.za) or phone us on 0218337200.

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