



Privacy Policy

1. INTRODUCTION

This is the privacy policy for the Fancourt Hotel and Manor House, owned and operated by Plattner Golf Proprietary Limited (Registration number 1994/0026117/07) ("**Fancourt**", "**we**", "**us**" or "**our**"), a private company registered in the Republic of South Africa.

Fancourt is committed to protecting your privacy and this Policy sets out the basis on which we collect, use, safeguard and share the data and information that we receive from users of our website and in the course of our business. As one of our guests and/or a visitor to our website, you understand and agree that we may collect, use and share your personal information in accordance with this privacy policy. In order to help protect your privacy, we adhere to the following guidelines.

2. INFORMATION THAT WE COLLECT

2.1. Information you provide to us

We may expressly request information from you that personally identifies you or allows us to contact you. Usually, this personal information is requested in the course of making a reservation, when requesting a particular service or when sending feedback. Should your personal information change at some point, you may request for your personal information to be updated.

Fancourt collects personally identifiable information, such as your e-mail address, name, home or work address, telephone number or billing and payment details. We also collect anonymous demographic information, which is not unique to you, such as your postal or ZIP code, age, gender, preferences, interests and favourites.

PLATTNER GOLF (PTY) LTD – REG NUMBER 1994/002617/07
DIRECTORS: DR H PLATTNER, MS K PLATTNER, MS GA DAVIDSON

MONTAGU STREET, GEORGE, 6530, P O BOX 2266, GEORGE 6530 SOUTH AFRICA
TEL: +27 (0) 44 804 0000 FAX: +27 (0) 44 804 0700
E-mail: hotel@fancourt.co.za Internet: www.fancourt.co.za

Member of Leading Hotels of the World

Personal information that you provide to Fancourt will be used by Fancourt to operate its website, provide services to guests, prospective guests and tour operators and generally to conduct the hotel operations and to inform you of new features, offers and services. Should Fancourt wish to use your personal information for any other reason, we will provide you with an opportunity to decline this service.

2.2. Automatically collected information

Other information may be collected automatically by our website about those who use it. This information may include a user's IP Address, location information, date and time of access, browser type and any other action which a user may have taken on our website.

2.3. Cookies

When you use our website, we store "cookies", which are small strings of code that a website can use to automatically collect information and data to recognize repeat users, facilitate the user's on-going access to and use of the site and allow a site to track usage behaviour in order to improve the site's content and targeted advertising.

3. HOW WE USE YOUR INFORMATION

Personal information collected by us, or submitted to us, will be used only for the purposes specified in this privacy policy or to operate our website, deliver you with the services which you have requested and generally to conduct hotel operations and provide hospitality services to you. In addition, your personal information may be used to inform you of other products, services and offers available from Fancourt and its affiliates although you may opt out of receiving these communications.

4. DISCLOSURE OF YOUR INFORMATION

We may share your personal information with third parties in order to complete a transaction that you have requested. This may include payment processing, obtaining approval for credit offered to you, or fulfilling requests for services or products.

Your non-personal information, such as usage statistics, may be disclosed to our affiliates and third parties without any restriction.

We may disclose and/or retain your personal information to the extent that we are required or permitted to do so by law or to protect our rights, property or safety or, where necessary, the rights, property or safety of our users or others.

5. INTERNATIONAL DATA TRANSFERS

Information that you provide may be hosted and stored in countries internationally, whose data protection laws may not be the same as those that are in force in South Africa. However, we shall ensure that our host providers are subject to laws, or policies, which uphold principles for the reasonable processing of information substantially similar to the data protection laws in South Africa to ensure adequate protection of any such data.

You expressly agree to such transfers of your personal information.

6. SECURITY OF YOUR PERSONAL INFORMATION

We will take reasonable technical and organisational precautions in order to prevent the loss, theft, misuse as well as the unauthorised access, disclosure, destruction or alteration of your personal information. We will store all the personal information that you provide us on our secure servers. Please note that data transmission across the internet is inherently insecure and therefore, although we strive to use commercially acceptable means to protect your personal information, we cannot guarantee that your personal information will always remain private.

7. YOUR RIGHTS

You have the right to request, from us, a description and/or record of your personal information that we hold. Provision of this information will be subject to the payment of a reasonable administrative fee to be determined by Fancourt and the supply of appropriate evidence of your identity.

If you wish to update your personal information or if you want us to delete your personal information entirely, please send us a written request to addressee as set out in the *Contact Us* section of our website along with your full contact details. Please note that we will not delete personal information that we are required to retain for our business operations or legal compliance.

You will have the option to “opt out” of receiving any direct marketing from us by clicking on the “unsubscribe” link.

Should you believe that we have not complied with the Protection of Access to Information Act 2 of 2000 or the Protection of Personal Information Act 4 of 2013, in the processing of your information, you have the right to contact the Information Regulator in this regard. The Information Regulator can be contacted by Email: inforeq@justice.gov.za or by telephone: 012 406 4818.

8. THIRD PARTY WEBSITES

We may permit third parties to link to this website or to post a link to their website on ours. Unless expressly stated otherwise, we have no control over and accept no responsibility for the privacy practices of any third-party websites to which links may have been provided and we recommend that you review the privacy policy of any website you visit before using that website. This privacy policy applies only to our website.

9. CHANGES TO THIS PRIVACY POLICY

From time to time and without notice, we may make changes to this privacy policy to reflect any changes to our privacy practices as well as company and customer feedback. Fancourt encourages you to periodically review this privacy policy to be informed of how we are protecting your information.

10. CONTACT INFORMATION

Fancourt welcomes your comments regarding this privacy policy. If you believe that we have not adhered to this statement, please contact us via marketing@fancourt.co.za so that we may have an opportunity to remedy the matter.