

Oaklands Guest Lodge – Privacy Policy

Effective Date: August 2026

Oaklands Guest Lodge respects the privacy of our guests, website visitors and customers. This Privacy Policy explains how we collect, use, store and protect personal information when you use our website, make a booking, contact us or stay at Oaklands Guest Lodge.

This Privacy Policy is intended to comply with applicable South African privacy legislation, including the **Protection of Personal Information Act 4 of 2013 (POPIA)**.

1. Who We Are

Oaklands Guest Lodge

36 Oaklands Drive

Verulam, Durban

KwaZulu-Natal, South Africa

Telephone: 032 533 9715

Mobile / WhatsApp: 082 775 2281

Website: www.oaklandsguestlodge.co.za

2. Information We May Collect

Depending on how you interact with Oaklands Guest Lodge, we may collect information such as:

- Full name
- Mobile or telephone number
- Email address
- Booking details
- Check-in and check-out information
- Number of guests
- Accommodation preferences
- Identification information where reasonably required
- Payment and transaction information
- Billing information
- Communications sent to us
- Enquiries submitted through our website
- WhatsApp or telephone enquiries
- Information relating to cancellations or refunds
- Technical information generated when using our website
- Other information reasonably required to provide accommodation or related services

We aim to collect only information that is reasonably necessary for a legitimate business or legal purpose.

3. How We Collect Personal Information

Personal information may be collected when you:

- Make an online booking
- Contact Oaklands Guest Lodge by telephone
- Contact us through WhatsApp
- Send us an email
- Complete an enquiry or booking form
- Make a payment
- Check into the lodge
- Request a cancellation or refund
- Communicate with management or staff
- Use our website
- Book through an authorised third-party booking platform

Information may also be provided to us by another person making a legitimate booking on your behalf.

4. How We Use Your Information

Oaklands Guest Lodge may process personal information for purposes including:

- Processing accommodation bookings
- Confirming reservations
- Communicating with guests
- Processing payments
- Managing cancellations and refunds
- Providing accommodation services
- Managing check-in and check-out
- Responding to enquiries
- Providing customer support
- Maintaining security
- Preventing fraud or misuse
- Managing financial and accounting records
- Complying with legal and regulatory requirements
- Resolving complaints or disputes
- Improving our services and website
- Sending communications where permitted by law or where appropriate consent has been obtained

We will not process personal information in a manner that is incompatible with the purpose for which it was collected unless permitted by law.

5. Online Payments and PayFast

Online payments for Oaklands Guest Lodge may be processed through **PayFast**, an independent third-party payment gateway.

When making an online payment, certain personal and transaction information may be provided directly to PayFast or processed through PayFast's systems for purposes such as:

- Processing the transaction
- Verifying payment
- Preventing fraudulent transactions
- Processing eligible refunds
- Maintaining transaction records

Oaklands Guest Lodge does not need to directly store complete payment-card information where the transaction is processed by the payment gateway.

PayFast processes information according to its own applicable terms, privacy practices and security requirements.

Guests should review the applicable PayFast privacy and payment terms when completing a transaction through its platform.

6. Payment Information

We take reasonable steps to protect payment-related information.

Where payments are processed by a third-party payment provider such as PayFast, the payment provider is responsible for the security of information processed within its systems.

Oaklands Guest Lodge may retain transaction information such as:

- Payment amount
- Transaction reference
- Payment status
- Booking reference
- Date of payment
- Refund status

This information may be retained for accounting, booking administration, dispute resolution and legal compliance.

7. WhatsApp Communications

Guests may choose to communicate with Oaklands Guest Lodge through WhatsApp.

Where WhatsApp is used, information including your telephone number, profile information made available through the service and the contents of your communications may be processed through WhatsApp's systems.

Guests should avoid sending unnecessary sensitive information through WhatsApp.

WhatsApp operates independently and its own terms and privacy policies also apply to use of its platform.

8. Cookies and Website Information

Our website may use cookies and similar technologies to support website functionality, improve user experience, maintain sessions, understand website usage or support security.

Technical information that may be collected can include:

- IP address
- Browser type
- Device type
- Pages visited
- Date and time of access
- Referring pages
- Website activity
- Session information

Where required by applicable law, appropriate consent will be requested before non-essential cookies or similar technologies are used.

9. Sharing Personal Information

Oaklands Guest Lodge does not sell guests' personal information.

Personal information may be shared where reasonably necessary with service providers involved in operating our business, including:

- Payment processors such as PayFast
- Website and hosting providers
- IT and technical service providers
- Accounting or professional service providers
- Booking platforms
- Communication providers
- Security providers
- Authorities where disclosure is required or permitted by law

Where appropriate, reasonable measures will be taken to ensure that service providers process personal information securely and only for authorised purposes.

10. Security of Personal Information

Oaklands Guest Lodge takes reasonable technical and organisational measures to protect personal information against:

- Loss
- Unauthorised access
- Unlawful processing
- Destruction
- Alteration
- Disclosure
- Misuse

However, no electronic system, website or internet transmission can be guaranteed to be completely secure.

Guests should also take reasonable precautions to protect their passwords, devices and personal information.

11. Retention of Information

Personal information will not be retained longer than reasonably necessary unless:

- Retention is required by law
- It is required for legitimate business purposes
- It is necessary for accounting or tax purposes
- It is required to resolve a dispute
- The guest has consented to further retention
- Another lawful basis permits retention

Information that is no longer required will be deleted, destroyed, anonymised or otherwise handled appropriately.

12. Marketing Communications

Oaklands Guest Lodge may occasionally send promotional or marketing communications where the guest has consented or where such communication is otherwise permitted by law.

Guests may request to stop receiving direct marketing communications at any time.

Opting out of marketing will not prevent Oaklands Guest Lodge from sending essential communications relating to an existing booking, payment or stay.

13. Children's Personal Information

Where personal information relating to a child is required for a legitimate accommodation purpose, it should ordinarily be provided by or with the involvement of the child's parent, guardian or another person legally authorised to provide it.

Oaklands Guest Lodge will process children's personal information only where permitted by applicable law.

14. CCTV and Security

Security measures, which may include CCTV surveillance, may be used in appropriate public or common areas of the property for legitimate safety, security and crime-prevention purposes.

CCTV will not intentionally be installed in guest rooms, bathrooms or other areas where guests reasonably expect complete personal privacy.

Security footage may be retained for a reasonable period and may be provided to authorised persons or law-enforcement authorities where legally permitted or required.

15. Your Rights Under POPIA

Subject to applicable law, you may have the right to:

- Ask whether Oaklands Guest Lodge holds personal information about you
- Request access to your personal information
- Request correction of inaccurate or outdated information
- Request deletion or destruction of information where legally appropriate
- Object to certain processing
- Withdraw consent where processing is based on consent
- Object to direct marketing
- Lodge a complaint regarding the processing of your information

Certain requests may be subject to legal limitations or record-retention obligations.

16. Accessing or Correcting Your Information

If you believe that personal information held by Oaklands Guest Lodge is incorrect, incomplete or outdated, please contact us.

We may require reasonable verification of your identity before providing access to, changing or deleting personal information.

This helps protect personal information against unauthorised access.

17. Third-Party Websites and Services

Our website may contain links to or integrate with third-party services, including payment gateways, booking platforms, maps, social media services or communication platforms.

Oaklands Guest Lodge does not control the privacy practices of independent third parties.

Guests should review the privacy policies and terms of those providers before submitting personal information through their services.

18. Data Breaches

If Oaklands Guest Lodge becomes aware of a security compromise involving personal information, we will take reasonable steps to investigate, contain and address the incident.

Where required by POPIA or other applicable law, affected individuals and/or the appropriate regulatory authority will be notified.

19. International Processing

Some third-party technology, payment, hosting or communication providers may process or store information outside South Africa.

Where personal information is transferred internationally, Oaklands Guest Lodge will take reasonable steps, where required, to ensure that the transfer is permitted under applicable South African privacy law.

20. Changes to This Privacy Policy

Oaklands Guest Lodge may update this Privacy Policy from time to time to reflect changes to our services, technology, legal requirements or business practices.

The latest version will be made available through our website or other appropriate channels.

21. Contact Us

For questions, requests or concerns relating to this Privacy Policy or your personal information, contact:

Oaklands Guest Lodge

36 Oaklands Drive
Verulam, Durban
KwaZulu-Natal, South Africa

Telephone: 032 533 9715

Mobile / WhatsApp: 082 775 2281

Website: www.oaklandsguestlodge.co.za

If a privacy concern cannot be resolved directly with Oaklands Guest Lodge, individuals may also have the right to approach the appropriate South African regulatory authority.

By using our website, making a booking or providing personal information to Oaklands Guest Lodge, you acknowledge that your personal information may be processed as described in this Privacy Policy, subject to applicable law.