

Privacy Policy

Privacy Policy

Effective Date: [Insert Date]

My Pulse in Africa ("the Company," "we," "our," or "us") values your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you interact with our services. By engaging with My Pulse in Africa, you agree to the practices described in this policy.

1. Information We Collect

We collect information necessary to provide you with our services, including:

1.1 Personal Information:

- Name, address, email address, phone number, and other contact details.
- Passport information and travel preferences.

1.2 Travel-Related Information:

- Flight details, accommodation preferences, and special requirements (e.g., dietary, medical, or mobility needs).

1.3 Digital Information:

- IP addresses, browser type, device information, and interactions with our website or emails.
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2. How We Use Your Information

Your information is used for the following purposes:

My Pulse In Africa

My Pulse In Africa (Pty)Ltd
48 Martial Eagle Drive, Fourways,
Johannesburg, South Africa, 2055

+27 71 799 3702
info@mypulseinafrica.com

2.1 Service Delivery:

- To process bookings and provide travel-related services.
- To communicate important trip details and updates.

2.2 Customer Support:

- To respond to inquiries, resolve issues, and provide assistance.

2.3 Marketing and Promotions:

- To inform you about special offers, upcoming tours, or promotions (with your consent).

2.4 Legal and Compliance:

- To comply with legal obligations and protect against fraud or unauthorized activities.
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3. Information Sharing and Disclosure

We do not sell your personal information to third parties. However, we may share your information in the following circumstances:

3.1 Service Providers:

- With third-party vendors (e.g., hotels, airlines, transport companies) for booking and travel arrangements.

3.2 Payment Processing:

- We do not collect or store any credit or debit card information. All payments are managed through secure third-party platforms. Clients should refer to the payment provider's privacy policy for details on how their information is handled.

3.3 Legal Requirements:

- When required by law, such as to comply with legal processes or enforce agreements.

3.4 Business Transfers:

- In the event of a merger, acquisition, or sale of assets, your information may be transferred.
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4. Data Retention

We retain your personal information only as long as necessary to fulfill the purposes outlined in this Privacy Policy, comply with legal obligations, or resolve disputes.

5. Data Security

We implement robust security measures to protect your information from unauthorized access, alteration, or disclosure. These include:

- Secure servers and encrypted data transfers.
- Regular monitoring for vulnerabilities and breaches.

While we strive to protect your information, no system is entirely secure. By using our services, you acknowledge that we cannot guarantee absolute security.

6. Your Rights

You have the following rights regarding your personal information:

6.1 Access and Correction:

- Request access to or correction of your personal data.

6.2 Opt-Out:

- Unsubscribe from marketing communications at any time by clicking the "unsubscribe" link in our emails.

6.3 Data Deletion:

- Request deletion of your personal data, subject to legal or contractual obligations.

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

7. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your experience on our website. Cookies may collect information about your browsing behavior. You can manage cookie preferences through your browser settings.

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8. International Data Transfers

As a global travel company, your information may be transferred to countries with different data protection laws. By providing your information, you consent to such transfers.

9. Updates to This Policy

We may update this Privacy Policy from time to time. Significant changes will be communicated through our website or other appropriate channels. Please review this policy periodically.

10. Contact Us

For questions or concerns about this Privacy Policy or your personal data, please contact us:

My Pulse in Africa

Email: info@mypulseinafrica.com

By using our services, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use, and sharing of your information as described.