



ROGGE CLOOF

PRIVATE NATURE RESERVE

Privacy and Cookie Policy

At Rogge Cloof, we value your privacy and are committed to protecting your personal information. This Privacy and Cookie Policy explains how we collect, use, and safeguard your personal data when you visit our website, engage with our services, or interact with us online. This policy also outlines our use of cookies and third-party services, such as Facebook and Google.

1. Information We Collect

We collect personal information when you use our website, book accommodations, or contact us for inquiries or services. The types of personal information we may collect include:

- Contact details (name, email address, phone number)
- Billing information (payment details)
- Information related to your preferences and activities at Rogge Cloof (e.g., bookings, events, or activities)
- Information from forms or surveys you submit on our website

We may also collect non-personal data, such as IP addresses, browser types, and access times, for analytical purposes and to improve our website.

2. Use of Personal Information

The personal information we collect is used to:

- Process and confirm your bookings or reservations
- Communicate with you regarding your bookings, services, or inquiries
- Send newsletters, offers, and promotions (with your consent)
- Improve our website, services, and overall guest experience
- Comply with legal obligations, such as billing and tax requirements

3. Cookies

Cookies are small text files placed on your device when you visit our website. These cookies help us enhance your user experience by remembering your preferences, improving site functionality, and providing more relevant content.

We use the following types of cookies:

- **Essential Cookies:** These cookies are necessary for the operation of our website and allow you to access secure areas, such as booking forms.

- **Analytics Cookies:** These cookies help us understand how visitors interact with our website. We use Google Analytics to track website traffic and improve user experience.
- **Advertising Cookies:** We use Meta and Google advertising cookies to serve tailored ads based on your browsing activity and interests.

By using our website, you consent to the use of cookies as outlined in this policy. You can manage your cookie preferences or opt out of certain cookies by adjusting your browser settings. Please note that disabling cookies may impact your experience on our website.

4. Third-Party Services

We use third-party services, such as Meta and Google, to enhance our website and advertising efforts. These services may collect data from your interactions with our website and other online activities to deliver personalised ads or content.

- **Meta:** We use Facebook Pixel to track user activity and deliver targeted ads based on your interests and browsing behaviour. Facebook may collect and process data about your interactions with our website, including which pages you visit and actions you take.
- **Google:** We use Google Analytics to analyze website traffic, user engagement, and optimise our services. Google may collect and store data about your visit, including your IP address and browsing behaviour. Additionally, we may use Google Ads to show personalised ads across Google's platforms.

5. Data Protection and Security

We take reasonable measures to protect the security of your personal information. However, no data transmission over the internet can be guaranteed to be 100% secure. While we strive to protect your information, we cannot ensure or warrant the security of any data you transmit to us.

6. Sharing Your Information

We do not sell, trade, or rent your personal information to third parties. We may share your data with trusted service providers who assist us in providing services to you, such as payment processors, marketing partners, and website analytics providers. These service providers are bound by confidentiality agreements and are only permitted to use your information for the purposes specified by us.

We may also share your information when required by law or to protect the rights, property, or safety of Rogge Cloof, our guests, or others.

7. Your Rights

As a user of our website, you have the right to:

- Access and review the personal information we hold about you
- Request corrections to any inaccurate or incomplete information
- Withdraw your consent to receive marketing communications at any time

- Request that we delete your personal information, subject to any legal obligations we may have to retain it

To exercise any of these rights, please contact us at info@roggecloof.com.

8. Updates to This Privacy and Cookie Policy

We may update this Privacy and Cookie Policy from time to time. Any changes will be posted on this page, and the updated policy will be effective as of the date of posting. We encourage you to review this policy periodically to stay informed about how we protect your privacy.

9. Contact Us

If you have any questions or concerns about this Privacy and Cookie Policy or how we handle your personal information, please contact us at:

Rogge Cloof

Email: info@roggecloof.com

Phone: +27 23 004 1161

By continuing to use our website, you consent to the terms of this Privacy and Cookie Policy.