



BOAVENTURA ÁFRICA

Privacy Notice

I. Introduction

BoaVentura Africa Ltd, a company incorporated under the laws of the Angola, recognizes the importance of protecting your privacy. This privacy notice (“Notice”) describes how we collect, process, and share Guest Personal Data (defined below). This Notice also describes your rights and choices with respect to Guest Personal Data and other important information. This Notice applies to our websites and the activities across all BoaVentura Africa Ltd. Please carefully review this Notice.

BoaVentura Africa Ltd may act as either a controller, a processor or both, depending on the circumstances, with respect to the collection, use, and other processing of personal information which can be used to identify or is reasonably capable of being associated with, directly or indirectly, guests (“Guest Personal Data”), as described in more detail in this Notice.

1. How Data is Collected

Information you provide to us

BoaVentura Africa Ltd will collect Guest Personal Data that you choose to provide to us when you interact with BoaVentura Africa websites, contact BoaVentura Africa Ltd reservations departments, use our services, speak with our representatives (such as sales or customer service), or purchase our products.

Information collected automatically

We collect Guest Personal Data about or generated by any device you have used to access the BoaVentura Africa Ltd websites. Such collected data could include device information, IP address, and browsing information such as previous purchase history or interests. When you use our websites, we also collect certain information about you automatically through our use of cookies and similar technologies. For more information, please see below for our Cookie Notice.

Information we obtain indirectly

We receive Guest Personal Data from third-party travel agents who transfer Guest Personal Data to us when you purchase products or services from them in connection with services that we provide, and other service providers performing services on our behalf. We may receive Guest Personal Data from social media companies or similar companies that provide us with additional Guest Personal Data. We may also receive



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Guest Personal Data from Facebook and other social media companies who may transfer Guest Personal Data to us when you register for one of our services or interact with that social media company on or in connection with our services or the purchase of our products.

Minors Privacy

BoaVentura Africa Ltd feels strongly about protecting the privacy of minors. BoaVentura Africa Ltd websites are not intended for use by individuals under the age of 18 (“minors”). BoaVentura Africa Ltd does not knowingly collect personal information from minors in connection with the features of our websites without the consent of a parent or guardian. BoaVentura Africa requests that any minors who wish to contact BoaVentura Africa Ltd do so through their parent or guardian, and not through the website. Minors may not access those sections of the websites that require registration. Upon notification that a minor has provided us with personal information, we will delete the minor’s personal information from our records. If you believe we might have any information from a minor, please email us at info@boaventura.africa

2. How Data is Collected

Information you provide to us

BoaVentura Africa Ltd will collect Guest Personal Data that you choose to provide to us when you interact with any of the BoaVentura Africa websites, contact any BoaVentura Africa Ltd reservations departments, use our services, speak with our representatives (such as sales or customer service), or purchase our products.

Information we obtain indirectly

We receive Guest Personal Data about you from our third-party partners and from marketing companies that provide us with such information as a part of their relationship with us. We receive Guest Personal Data from third-party travel agents who transfer Guest Personal Data to us when you purchase products or services from them in connection with services that we provide, and other service providers performing services on our behalf. We may receive Guest Personal Data from ad networks, behavioural advertising vendors, market research, and social media companies or similar companies that provide us with additional Guest Personal Data. We may also receive Guest Personal Data from Facebook and other social media companies who may transfer Guest Personal Data to us when you register for one of our services or interact with that social media company on or in connection with our services or the purchase of our products.



Minors Privacy

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3. Categories of Guest Personal Data and Purpose for Processing

BoaVentura Africa Ltd collects and processes the following categories of Guest Personal Data, for the purposes specified below when you make an inquiry or purchase a service or product:

- **Categories of Guest Personal Data**
 - Purpose of processing
- Personal name and initials (e.g. First Name, Last Name)
 - Communicate, interact and identify you and customize the content, products and services that are offered to you;
 - Verify your authority to enter and use our Services; and
 - Comply with legal requirements.
- Personal characteristics (e.g., age, date of birth, gender, marital status, nationality) and personal preferences (product preferences, online preferences, interests)
 - Conduct our business and improve our websites and services, develop new products and services, provide information and support, to better understand your needs and interests, personalise communications and advertising, and generally promote a quality experience for you.
 - Perform certain automated decision-making, including profiling, which can be used for direct marketing
 - Process, fulfil and follow up on transactions and requests for products, services, support, and information



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- Financial information (e.g., credit card number, financial institution information and number)
 - Process transactions you enter into with us (e.g., purchase of goods and services, refunds, discounts and offers)
 - Prevent fraud
- Contact information (e.g., address, phone number, email address)
 - Send you other marketing materials, for example, via emails, calls, texts (SMS) and posts to notify you about products and services that we believe may be of interest to you, about us and our subsidiaries in the group and affiliated third-parties, including information about our and their products and services. We ask for your opt-in consent for certain types of marketing communications in particular jurisdictions. You may opt out of receiving marketing communications from us by asking us not to call you again, clicking the "Unsubscribe" link found in the footer of our email messages or by replying or texting 'STOP' if you receive a text message in SMS communications. You may also contact us using our contact details above.
- Government Issued ID (e.g., Social Security Number, Government ID Number, Passport Number)
 - Comply with legal requirements
 - Book services for you
- Authentication information (e.g., login id, password)
 - Verify your authority to enter and use our website and other services
 - Deter, detect, and prevent fraud and other prohibited or illegal activities
- Health related information (e.g., information about physical or psychological state of health, prescriptions, vaccinations, temperature, data on health screening questionnaires, COVID-19 testing, etc.)
 - Provide our services, such as arranging our services or offerings, including to visit certain properties or locations
 - Understand guests' health conditions that may be relevant prior to embarkation
 - Provide you with bespoke services or in connection with our response to health-related incidents
- Online device, network, and behaviour information (e.g., online activity, preferences, time spent viewing features on our Site)



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- Fulfil guests' requests
- Create guest profiles for sales, personalization, and marketing the use of re-targeting technology
- Ensure the security of our websites and other technology systems
- Measure, analyse and improve our products and services, the effectiveness of our websites, and our advertising and marketing
- Provide targeting advertising, including the use of re-targeting technology

The type of Guest Personal Data collected by BoaVentura Africa Ltd may vary from country to country, and in some countries BoaVentura Africa Ltd might not collect all of the categories of Guest Personal Data listed above.

BoaVentura Africa Ltd is committed to only collecting and processing the minimum amount of data from you that is necessary to the purposes of our data processing activities, and to retain such data only if required to fulfil such purposes. Where applicable, if BoaVentura Africa Ltd intends to further process the personal data for a purpose other than that for which the personal data was initially collected, BoaVentura Africa Ltd shall, prior to such processing, provide you with any relevant information on such additional purpose, and, to the extent required by applicable law, obtain your consent for such processing.

4. Your Privacy Rights

You can contact us directly any time by emailing us at privacy@abercrombiekent.com or writing to us at the address above to make any of the following requests regarding the data you know or believe BoaVentura Africa Ltd holds about you:

- a. Access to your Guest Personal Data
- b. Rectification of your Guest Personal Data
- c. Erasure of your Guest Personal Data
- d. Restriction of processing



5. Security & Retention

BoaVentura Africa Ltd maintains technical and organizational security measures to protect against unauthorized or unlawful processing of Guest Personal Data and accidental or unlawful loss, alteration, disclosure, destruction or damage of, or access to, Guest Personal Data.

Please be advised, however, that while we take reasonable security measures to protect your data, such measures cannot be guaranteed to be 100% secure.

BoaVentura Africa Ltd will retain Guest Personal Data no longer than is necessary to carry out the purposes listed in this Notice and/or as required by applicable law or in connection with actual or prospective legal proceedings or in accordance with accounting or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure of your personal data, the purposes for which we process your Guest Personal Data and whether we can achieve those purposes through other means, and the applicable legal requirements. Details of retention periods for different aspects of your personal data are available in our retention policy which you can request from us by sending an email to the relevant data compliance email address available above.

In addition to the above, by law we have to keep basic information about our guests (including contact information, identity, financial and transaction data) for seven years after they cease being guests for tax purposes.

BoaVentura Africa Ltd Online Cookie Notice

BoaVentura Africa Ltd, sets and use cookies and similar technologies in order to distinguish you from other users of our websites, to provide a better experience when you browse our websites, and to improve the websites' performance and usefulness. The use of cookies and similar technologies is standard across websites and applications through which information is collected about your online activities.

A cookie is a small data file that websites place on your hard drive when you visit. A cookie file can contain information such as a user ID that tracks the pages you've visited within that site. The cookies on our websites are primarily used to recognize that a user has visited the website previously and to track user traffic patterns. In addition, we use cookies to present relevant content and establish customer profiles. We do not share this information or sell it to any third party.