


BBR Privacy Policy

DATA PRIVACY POLICY NOTICE

This Data Privacy Policy applies to all websites and mobile applications owned and operated by Baobab Beach Resort in Kenya, its subsidiaries, and/or its affiliates ("Baobab Beach Resort & Spa"), including, but not limited to,  (collectively the "Site").

Our Commitment to Privacy

Your privacy is important to us. It is our policy to never sell or trade your personal or contact information to marketers. We continue to stand by this policy today. In addition, we will never collect, process, or share data relating to you without your permission or otherwise contrary to the Data Protection Act and other laws of Kenya. To better protect your privacy, we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used.

BY CONTINUED USE OF THE SITE AND SUBMITTING PERSONAL INFORMATION TO THE SITE, YOU EXPRESSLY CONSENT TO THE TERMS AND CONDITIONS OF THIS PRIVACY POLICY AND TO OUR PROCESSING OF PERSONAL INFORMATION FOR THE PURPOSES STATED HEREIN. THIS PRIVACY POLICY IS EXPRESSLY SUBJECT TO THE TERMS AND CONDITIONS OF USE. IF YOU DO NOT AGREE TO THE TERMS OF THIS PRIVACY POLICY, PLEASE DO NOT USE THE SITE.

This Privacy Policy has been developed in accordance with the Kenya Data Protection Act, 2019 (KDPA) and the EU General Data Protection Regulation ("GDPR").

Purpose of Privacy Policy

The purpose of the Privacy Policy is to provide clarity, transparency, and accuracy regarding the collection and use of an individual's personal data for which Baobab Beach Resort & Spa may collect and use for processing.

The Way We Use Information

We use information collected about you or that you provide to us, including any personal information:

- To present our Site and its contents to you.
- To provide you with information, products, or services that you request from us.
- To provide customer service to you, it may be necessary for us to disclose information to our affiliates, agents, and/or tour operators or destination management companies (DMCs) working with us.
- To fulfill any purpose for which you provide information.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- To notify you about changes to our Site or any product developments or services offered through it.

We may also use your information to contact you about goods and services that may be of interest to you. If you do not want us to use your information in this way, please send us an email stating your decision to ictmgr@baobabbeachresort.com. Note that these opt-outs do not apply to information provided as part of a reservation.

Finally, we may use the information we collect for auditing, research, and analysis to improve our services and Site.

Publicly Displayed Information is Public

You may provide information to be published or displayed on public areas of the Site or transmitted to other users of the Site or third parties (collectively, "User Contributions"). User Contributions are posted and transmitted at your own risk. Proper access and use of information provided on the Site, including User Contributions, is governed by our terms of use.

Moderation of Comments and Posts

The Site allows individuals to post comments on discussion topics. We encourage you to share your thoughts but advise that posts will be publicly visible. Posts may be moderated to ensure they are appropriate. Baobab Beach Resort & Spa reserves the right to block or remove posts that:

- Contain obscene, indecent, or profane language.
 - Contain threats, defamatory, or derogatory statements.
 - Promote violence, offensive material, or illegal activities.
 - Reveal personal or sensitive information.
 - Contain off-topic spam or content promoting external services.
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Browser Information Collected on the Website

We use tools to track user interactions on our Site to improve user experience. However, we do not gather personal data such as names or contact details unless you voluntarily provide them unless you consent to collection, processing, sharing of the data.

Site Security

Baobab Beach Resort & Spa employs a range of measures to ensure the confidentiality, integrity, and availability of the Site. These measures include:

- Network and perimeter firewalls.
- Secure encryption of sensitive data.
- Regular security testing and monitoring to prevent unauthorized access.

While we strive to protect your data, transmission over the internet is not entirely secure, and any transmission is at your own risk. Baobab will not accept responsibility for 3rd parties accessing, collecting, processing or otherwise dealing with your personal data on their own volition, and without consent and knowledge of Baobab.

External Links

Our Site may contain links to external websites. Baobab Beach Resort & Spa is not responsible for the privacy practices or content of external sites. Users are encouraged to review the privacy policies of these external sites.

Cookies & Pixels

We use cookies and similar technologies to enhance user experience and analyze trends. You can disable cookies through your browser settings, though this may impact your ability to access certain Site features.

The Information We Collect

We collect various types of information, including:

- **Personal Information:** Name, email, phone number, or address.
 - **Transaction Details:** For processing reservations, including credit card details (used only for transactions and not stored).
 - **Usage Data:** IP address, browser type, and interaction data.
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Our Commitment to Data Security

We have implemented robust measures to safeguard your data against unauthorized access. While no method is completely secure, we strive to use commercially acceptable practices to protect your personal information.

Children's Privacy

Our Site is not intended for children under the age of 13. We do not knowingly collect data from children. If such information is discovered, it will be promptly deleted.

Accessing or Correcting Your Information

To request updates or corrections to your information, please contact us at ictmgr@baobabbeachresort.com.

Changes in This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page, and where appropriate, we may notify you via email.

For further inquiries or concerns about this Privacy Policy, please contact us at:

Baobab Beach Resort & Spa

Diani Beach, Kenya

Email: ictmgr@baobabbeachresort.com

Phone: +254 (0) 709 154000