

# CARMINES RIVER LODGE

## Privacy Policy

Effective Date: 14/10/2025

Last Updated: 14/10/2025

### 1. Introduction

Carmine's River Lodge respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, and protect your information when you interact with us—whether online, by email, telephone, or in person at the lodge.

### 2. Information We Collect

We collect only what is necessary to provide exceptional guest service, comply with legal obligations, and maintain safety. This may include: personal identification details, contact information, booking information, payment details, health or dietary information, employment information, marketing preferences, and website analytics data.

### 3. How We Use Your Information

Your personal data is used for legitimate business purposes such as processing reservations, managing payments, responding to enquiries, improving guest services, sending offers (with your consent), fulfilling legal obligations, and ensuring safety (including CCTV monitoring).

### 4. Lawful Basis for Processing

We process personal data under one or more lawful bases: consent, contract, legal obligation, or legitimate interests.

### 5. Data Sharing and Transfers

We may share information with service providers, authorities, and authorized agents for operational or legal purposes, ensuring confidentiality and lawful safeguards, especially when data is transferred outside Zambia.

### 6. Data Security

We implement strict administrative, technical, and physical safeguards to protect personal data against unauthorized access or misuse.

### 7. Data Retention

Information is retained only as long as necessary for its intended purpose or legal compliance and securely deleted thereafter.

## **8. Your Rights**

You have the right to access, correct, delete, or restrict your personal data, withdraw consent, or lodge a complaint with the Data Protection Commissioner of Zambia.

## **9. Cookies and Website Analytics**

Our website may use cookies and analytics tools to enhance user experience. You can disable cookies in your browser settings.

## **10. Children's Privacy**

We do not knowingly collect data from minors under 18 without parental consent.

## **11. CCTV and Security Monitoring**

Cameras are used for safety and security. Recordings are stored securely and retained for limited durations.

## **12. Changes to this Policy**

We may periodically update this policy and post the revised version on our website and at reception.

## **13. Contact Us**

General Manager  
Carmine's River Lodge  
Mfuwe, South Luangwa National Park, Zambia  
Email: gm@carminesriverlodge.com  
Phone: +260 [57 023 6402]

## **14. Governing Law**

This policy is governed by the laws of Zambia and subject to the jurisdiction of Zambian courts.