



VERVE VOYAGE

VIP CHARTER SERVICE

Verve Voyage VIP POPI Act Compliance Statement

1. Introduction

At Verve Voyage VIP, we are committed to safeguarding the privacy and confidentiality of our clients' personal information. This POPI Act Compliance Statement outlines how we collect, use, store, and protect personal information in accordance with the Protection of Personal Information Act, 2013 (POPIA). Our commitment to data privacy is a core aspect of our business ethos, and we strive to uphold the highest standards in managing personal information.

2. Collection of Personal Information

We collect personal information directly from our clients and other sources to provide our luxury transport services effectively. The types of personal information we may collect include, but are not limited to:

- Full Name: To personalize our services and ensure accurate bookings.
- Contact Information (Email Address, Phone Number): For communication regarding bookings, confirmations, and service updates.
- Identification Number: For verification purposes and to comply with regulatory requirements.
- Payment Information: To process payments securely and efficiently.
- Travel Details and Preferences: To tailor our services to meet individual client needs and enhance their travel experience.

3. Use of Personal Information

We use personal information for the following purposes:

- Facilitate Bookings and Provide Services: To manage and execute client bookings seamlessly.
- Communication: To keep clients informed about their bookings, respond to inquiries, and provide customer support.
- Payment Processing: To handle billing, process payments, and manage financial transactions securely.
- Service Improvement: To gather feedback and insights that help us enhance the quality of our services.
- Legal and Regulatory Compliance: To fulfil our obligations under applicable laws and regulations.



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4. Sharing of Personal Information

We respect the privacy of our clients and do not share personal information with third parties except in the following circumstances:

- **Service Providers and Partners:** We may share information with trusted service providers and partners who assist us in delivering our services, such as payment processors, IT service providers, and customer support.
- **Legal Requirements:** We may disclose personal information when required by law, court orders, or legal processes.
- **Client Consent:** We will share information with third parties if we have obtained explicit consent from the client.

5. Security of Personal Information

We implement robust technical and organizational measures to protect personal information against unauthorized access, loss, or destruction. Our security practices include:

- **Secure Storage Systems:** Ensuring that all personal information is stored in secure databases with restricted access.
- **Data Encryption:** Encrypting sensitive data to protect it during transmission and storage.
- **Access Controls:** Limiting access to personal information to authorized personnel only.
- **Regular Security Audits:** Conducting regular assessments and audits to ensure the effectiveness of our security measures.

6. Access and Correction of Personal Information

Clients have the right to access, correct, or update their personal information held by Verve Voyage VIP. Requests for access or correction should be directed to our Data Protection Officer at the contact information provided below. We will respond to such requests promptly and ensure that any necessary corrections are made.

7. Retention of Personal Information

We retain personal information for as long as necessary to fulfil the purposes outlined in this statement, unless a longer retention period is required by law. Once the information is no longer needed, we will securely dispose of it.



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8. Changes to this Statement

We may update this POPI Act Compliance Statement from time to time to reflect changes in our practices or legal requirements. Any changes will be posted on our website and will be effective upon posting. Clients are encouraged to review this statement periodically to stay informed about how we protect their information.

9. Contact Us

For any questions or concerns regarding this POPI Act Compliance Statement or our data protection practices, please contact us at:

Verve Voyage VIP

Email: presley@vervevoyagevip.com