



# VERVE VOYAGE

VIP CHARTER SERVICE

## Privacy & Cookies Policy

### 1. Introduction

Welcome to Verve Voyage! We are committed to safeguarding your privacy and ensuring that your personal data is protected. This Privacy & Cookies Policy outlines how we collect, use, disclose, and safeguard your information when you visit our website [[www.vervevoyage.com](http://www.vervevoyage.com)](Verve Voyage VIP POPI Act Compliance Statement)

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.



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### 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 and use our VIP Chauffeur Services. By using our website and services, you agree to the terms outlined in this policy.

### 2. Information We Collect

- **Personal Data:** When you use our services or contact us, we may collect personal information such as your name, contact details, payment information, and travel preferences.
- **Usage Data:** We collect data on how you interact with our website, including IP address, browser type, pages visited, and the date and time of your visit.
- **Cookies:** We use cookies to enhance your browsing experience. Cookies are small files placed on your device that help us understand your preferences and improve our services.

### 3. How We Use Your Information

- **Service Provision:** To provide, maintain, and improve our chauffeur services and website functionalities.
- **Communication:** To respond to your inquiries, process bookings, and provide customer support.



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- Personalization: To tailor our services to your preferences and provide a customized experience.
- Marketing: With your consent, to send you promotional materials and updates about our services. You can opt-out of these communications at any time.
- Legal Compliance: To comply with legal obligations, resolve disputes, and enforce our agreements.

#### **4. Sharing Your Information**

- Service Providers: We may share your information with trusted third-party service providers who assist us in operating our website and delivering our services.
- Business Transfers: In the event of a merger, acquisition, or asset sale, your information may be transferred as part of the transaction.
- Legal Requirements: We may disclose your information to comply with legal obligations or protect our rights and safety, or those of others.

#### **5. Cookies and Tracking Technologies**

##### **Types of Cookies:**

- Essential Cookies: Necessary for the operation of our website.
- Performance Cookies: Collect data on how users interact with our site to improve functionality.
- Functionality Cookies: Remember your preferences to enhance your experience.
- Targeting Cookies: Used for advertising and tracking user behavior.

Managing Cookies: You can manage cookie preferences through your browser settings. However, disabling cookies may affect the functionality of our website.



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## 6. Security

We implement appropriate security measures to protect your personal data from unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

## 7. Your Rights

- Access and Correction: You have the right to access and correct your personal information.
- Data Deletion: You may request the deletion of your personal data, subject to certain legal and contractual restrictions.
- Objections and Complaints: You have the right to object to the processing of your data and to lodge a complaint with a data protection authority.

## 8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. We encourage you to review their privacy policies before providing any personal information.

## 9. Changes to This Policy

We may update this Privacy & Cookies Policy from time to time. We will notify you of significant changes by posting the updated policy on our website with an updated effective date.

## 10. Contact Us

If you have any questions or concerns about this Privacy & Cookies Policy, please contact us at:

Verve Voyage  
Email: [bookings@vervevoyagevip.com](mailto:bookings@vervevoyagevip.com)

Effective Date:2024/08/01