

MONTAGU COUNTRY HOTEL (PTY) LTD

WEBSITE PRIVACY NOTICE

Last updated: 19 August 2026

1. ABOUT THIS PRIVACY NOTICE

Montagu Country Hotel (Pty) Ltd respects the privacy of our guests, prospective guests, website visitors and other persons who interact with us.

This Privacy Notice explains how we collect, use, store, share and protect personal information in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA") and other applicable South African legislation.

This notice applies to personal information processed through our website, online booking facilities and related electronic communications with Montagu Country Hotel.

2. RESPONSIBLE PARTY

The responsible party is:

Montagu Country Hotel (Pty) Ltd

Registration number: 1996/007545/07

Physical address: 27 Bath Street, Montagu, Western Cape, 6720, South Africa

Postal address: P.O. Box 338, Montagu, 6720, South Africa

Telephone: +27 (0)23 614 3125

Website: www.montagucountryhotel.co.za

Privacy and POPIA enquiries: finance@montagucountryhotel.co.za

3. PERSONAL INFORMATION WE MAY COLLECT

Depending on how you interact with us, we may collect information such as:

- your name and surname;
- telephone number and email address;
- residential or postal address where relevant;
- reservation, accommodation and transaction information;
- arrival and departure details and other information relating to a booking;
- identity or passport details where required for a reservation, accommodation or legal purpose;
- information supplied in enquiries, requests, correspondence or feedback;
- preferences and special requests relating to your stay or services requested;
- limited accessibility, dietary or health-related information that you voluntarily provide where this is relevant to a service or special request;
- payment and transaction information, although payment card information may be processed directly by our payment service provider rather than stored by us;
- marketing preferences and records of consent or objections; and

- website and device information such as IP address, browser and device information, referring website, pages visited, date and time of visits, cookies and similar online identifiers.

We only process special personal information where this is necessary and legally permitted.

4. HOW WE COLLECT PERSONAL INFORMATION

We may collect personal information:

- directly from you when you make a reservation, submit an enquiry, contact us or otherwise provide information to us;
- automatically when you use our website, including through cookies and similar technologies;
- through our online booking platform, payment service providers and other service providers;
- from travel agents, tour operators, online travel agencies or other persons who make a reservation on your behalf; and
- from other lawful sources where this is reasonably necessary for our business or the provision of our services.

Where another person provides information to us on your behalf, that person should be authorised to do so.

5. WHY WE PROCESS PERSONAL INFORMATION

We process personal information only where there is a lawful basis to do so. Depending on the circumstances, we may process information:

- to respond to enquiries and requests;
- to prepare, administer and fulfil reservations and other contracts;
- to provide accommodation, restaurant, spa and other hotel-related services;
- to communicate with you regarding a booking or service;
- to process payments, refunds and financial transactions;
- to comply with legal, regulatory, accounting, tax and record-keeping obligations;
- to protect our guests, staff, property, systems and legitimate business interests;
- to prevent or investigate fraud, misuse, security incidents or unlawful activity;
- to administer, secure and improve our website and online services;
- to understand website use and measure the effectiveness of our marketing;
- to manage guest relationships, feedback and service quality; and
- to send marketing communications where permitted by POPIA.

The lawful basis for processing will depend on the circumstances and may include consent, performance of a contract, compliance with a legal obligation, protection of a legitimate interest or the pursuit of our legitimate business interests where permitted by POPIA.

6. INFORMATION THAT IS REQUIRED

Providing personal information is generally voluntary. Certain information is, however, necessary to make or administer a reservation, provide a requested service, process a payment or comply with a legal obligation.

If required information is not provided, we may be unable to complete a reservation, provide a particular service, process a transaction or comply with your request.

7. COOKIES AND WEBSITE TRACKING

Our website uses cookies and similar technologies for purposes including website functionality, security, analytics, preferences and advertising.

Essential cookies may be necessary for the website to function correctly. Where applicable, you may accept or reject non-essential categories of cookies through our Cookie Consent Manager and may change your preferences through the **Consent Preferences** link on our website.

Our **Cookie Policy** provides more detailed and current information about the cookies and tracking technologies used on our website, their purposes and the third parties involved.

8. SHARING PERSONAL INFORMATION

We may share personal information, where reasonably necessary and lawful, with:

- our booking and reservation service providers;
- payment processors and payment gateways;
- website hosting, information technology and security providers;
- email and communications service providers;
- accounting, reporting and business-system providers;
- marketing, analytics and advertising service providers;
- review and guest-feedback platforms;
- professional advisers, auditors and insurers;
- travel agents, tour operators and other parties involved in fulfilling a booking or requested service;
- regulators, government authorities, law-enforcement agencies or courts where required or permitted by law; and
- other service providers processing information for legitimate operational purposes.

Where a service provider processes personal information on our behalf as an operator, we require appropriate confidentiality and security safeguards as required by POPIA.

We do not sell personal information.

9. INTERNATIONAL TRANSFERS

Some of our technology, booking, hosting, communications, analytics or other service providers may process or store information outside South Africa.

Where personal information is transferred outside South Africa, we will take reasonable steps to ensure that the transfer complies with section 72 of POPIA and that an appropriate level of protection or another lawful basis for the transfer exists.

10. SECURITY OF PERSONAL INFORMATION

We take appropriate and reasonable technical and organisational measures to safeguard personal information against loss, damage, unauthorised destruction, unlawful access and unlawful processing.

Access to personal information is limited to persons who reasonably require it for legitimate business purposes.

No electronic transmission or storage system can, however, be guaranteed to be completely secure.

11. RETENTION OF PERSONAL INFORMATION

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected or subsequently processed, or for a longer period where retention is required or permitted by law, contract or a legitimate business requirement.

When we are no longer authorised or required to retain personal information, it will be securely destroyed, deleted or de-identified in accordance with POPIA.

12. CHILDREN'S PERSONAL INFORMATION

Hotel reservations may include limited information relating to children, for example names, ages or information required to accommodate a family booking.

Such information is normally provided by a parent, guardian or other competent person. We process children's personal information only where permitted by POPIA and only to the extent reasonably necessary for the relevant reservation, service or legal requirement.

13. DIRECT MARKETING

We may send information about Montagu Country Hotel's services, offers or promotions where permitted by POPIA.

Where consent is required for electronic direct marketing, we will obtain the required consent. Where POPIA permits communication with an existing customer without separate prior consent, we will comply with the applicable requirements.

You may object to or unsubscribe from direct marketing communications at any time, free of charge.

14. YOUR RIGHTS

Subject to POPIA and other applicable laws, you may:

- ask whether we hold personal information about you;
- request access to your personal information;
- request correction or updating of inaccurate or incomplete information;
- request deletion or destruction of information where legally permitted;
- object to certain processing of your personal information;

- withdraw consent where processing is based on consent; and
- object to direct marketing.

Certain requests may be subject to legal limitations, prescribed procedures or record-retention obligations.

Requests may be submitted to our Information Officer at finance@montagucountryhotel.co.za.

Further information regarding access to records is available in the Montagu Country Hotel **PAIA Manual** published on our website.

15. THIRD-PARTY WEBSITES AND SERVICES

Our website may contain links to third-party websites, booking platforms, payment services or other external services.

Those third parties may process personal information under their own privacy notices and terms. Montagu Country Hotel is not responsible for the privacy practices of independent third-party websites or services.

16. CHANGES TO THIS PRIVACY NOTICE

We may amend this Privacy Notice from time to time to reflect changes in our operations, technology, service providers or legal requirements.

The current version will be published on our website and the date of the latest revision will appear at the beginning of the notice.

17. INFORMATION OFFICER

Information Officer

Colene Basson
Montagu Country Hotel (Pty) Ltd
27 Bath Street, Montagu, Western Cape, 6720
P.O. Box 338, Montagu, 6720
Telephone: +27 (0)23 614 3125
Email: finance@montagucountryhotel.co.za

Deputy Information Officer

Pierre-Jacques Basson
Email: finance@montagucountryhotel.co.za

Questions, requests or complaints concerning the processing of personal information may be directed to the Information Officer.

18. COMPLAINTS

If you have a concern regarding the way in which Montagu Country Hotel processes your personal information, you are welcome to contact our Information Officer so that we can investigate the matter.

You also have the right to lodge a complaint directly with the Information Regulator (South Africa).

Information Regulator (South Africa)

Woodmead North Office Park
54 Maxwell Drive
Woodmead, Johannesburg, 2191
South Africa

Postal address:

P.O. Box 31533
Braamfontein, Johannesburg, 2017

Telephone: 010 023 5200

Toll-free: 0800 017 160

General enquiries: enquiries@inforegulator.org.za

POPIA complaints: POPIAComplaints@inforegulator.org.za