



PRIVACY POLICY

Lily's Lodge

Effective Date: 13 February 2026

1. Introduction

Lily's Lodge respects your privacy and is committed to protecting your personal information in accordance with the **Protection of Personal Information Act, 2013 (POPIA)** of South Africa.

This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you make a booking, stay with us, or interact with us.

2. Responsible Party

Lily's Lodge is the "Responsible Party" for the personal information we collect.

Contact Details:

Lily's Lodge

Address: 13 North Avenue, Somerset West

Phone: +27 67 436 2554

Email: lilysbnb9@gmail.com

3. Personal Information We Collect

We may collect and process the following information:

- i. Full name and surname
- ii. South African ID number or passport details (where required by law)
- iii. Contact details (phone number and email address)
- iv. Physical address
- v. Vehicle registration details (if applicable)
- vi. Booking and stay information
- vii. Payment details (processed securely via payment providers)
- viii. CCTV footage in public areas
- ix. Any other information voluntarily provided by you

4. How We Collect Information

We collect information:

- i. When you make a reservation (directly or via booking platforms)
- ii. During check-in
- iii. When you contact us by phone, email, or online
- iv. Through CCTV cameras installed on the premises

5. Purpose of Processing

We process personal information to:

- i. Confirm and manage reservations
- ii. Provide accommodation and guest services
- iii. Comply with legal and regulatory requirements
- iv. Process payments
- v. Maintain guest records
- vi. Ensure the safety and security of guests, staff, and property
- vii. Communicate with you regarding your booking

We will only use your personal information for lawful purposes related to our business operations.

6. CCTV Surveillance

Lily's Lodge uses CCTV cameras for security and crime prevention purposes.

- i. Cameras are installed in public areas such as entrances, reception areas, and parking areas.
- ii. No cameras are installed in private areas such as guest rooms or bathrooms.
- iii. CCTV footage is stored securely and accessed only by authorised persons.
- iv. Footage may be provided to law enforcement authorities if required.

7. Sharing of Personal Information

We do not sell or rent your personal information.

We may share information with:

- i. Payment processing providers
- ii. Booking platforms (e.g., Booking.com, Airbnb)
- iii. Accountants or auditors
- iv. Law enforcement or regulatory authorities where legally required

All third parties are required to handle your information securely and lawfully.

8. Data Security

We take reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access, disclosure, or destruction.

9. Retention of Information

We retain personal information only as long as necessary to:

- i. Fulfil the purpose for which it was collected
- ii. Comply with legal, tax, and accounting requirements
- iii. Resolve disputes

After this period, information will be securely destroyed or anonymised.

10. Your Rights Under POPIA

Under POPIA, you have the right to:

- i. Access your personal information
- ii. Request correction or updating of your information
- iii. Request deletion of your information (where legally permissible)
- iv. Object to processing in certain circumstances
- v. Lodge a complaint with the Information Regulator of South Africa

Information Regulator Website: <https://www.justice.gov.za/infoereg/>

11. Changes to This Policy

Lily's Lodge reserves the right to update this Privacy Policy from time to time. The latest version will be available at reception or on our website.