

Privacy Policy

Rivonia Premier Lodge & Conference Centre

Last updated: 26 October 2026

1. Introduction

Rivonia Premier Lodge & Conference Centre ("we", "us", "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, share and protect your personal information when you visit our website ([www.rivoniabb.co.za]), make an enquiry or booking, stay with us, or otherwise deal with us.

We process personal information in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA") and other applicable South African law. By using our website or giving us your personal information, you acknowledge that you have read and understood this Policy.

2. Who We Are

Responsible party: Rivonia Bed and Breakfast (Pty) Ltd t/a Rivonia Premier Lodge

Registration number: 2002/031530/07

Physical address: 3 River Road, Rivonia

Telephone: 011-803 2790

Email: info@rivoniabb.co.za

Information Officer: Fillitah Ncube

Information Officer email: fillitah@rivoniabb.co.za

3. What Personal Information We Collect

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

- Identity and contact details: name, surname, email address, telephone number, postal or physical address.
- Booking and stay details: dates of stay, room preferences, number of guests, special requests, and company or event details for conference and function bookings.
- Identification details: ID or passport number and nationality, where required for check-in or by law (for example, guest registration requirements).
- Payment information: billing details and payment confirmation. Card payments are processed by our third-party payment providers, and we do not store your full card details on our systems.
- Vehicle details: registration number, where provided for parking and security purposes.
- Communications: emails, messages, enquiry forms, reviews and feedback you send us, including through social media.

- Technical information: IP address, browser type, device information, pages visited and time spent on our website, collected through cookies and similar technologies.
- Security information: CCTV footage and access-control records at our premises.

We do not knowingly collect special personal information (such as health, religious or biometric information) unless you volunteer it, for example a dietary or accessibility requirement, in which case we use it only to accommodate your request.

4. How We Collect Information

We collect personal information directly from you (through our website forms, email, telephone, WhatsApp, social media, or in person), automatically through your use of our website, and from third parties such as online booking platforms, travel agents, your employer or event organiser when they make a booking on your behalf.

5. Why We Use Your Information

We process your personal information only for lawful purposes, including to:

- respond to enquiries and process, confirm and manage bookings;
- provide accommodation, conferencing, catering and related services;
- process payments, issue invoices and keep financial records;
- comply with legal and regulatory obligations (including tax, accounting and guest registration requirements);
- ensure the safety and security of guests, staff and property;
- improve our website, services and guest experience;
- handle complaints, claims and disputes; and
- send you marketing communications, where you have consented or where the law otherwise permits.

6. Legal Basis for Processing

We process personal information where it is necessary to conclude or perform a contract with you, where we are required to do so by law, where it protects a legitimate interest of yours or ours (or of a third party to whom the information is supplied), or where you have given us your consent.

7. Direct Marketing

We will send you electronic marketing (such as newsletters or special offers) only if you have opted in, or if you are an existing customer and the marketing relates to similar services we have provided to you. Every marketing message will include a simple way to opt out. You may withdraw your consent or unsubscribe at any time by contacting us at info@rivoniabb.co.za

8. Sharing Your Information

We do not sell your personal information. We may share it with:

- service providers acting on our behalf (operators), such as website hosting and email providers, booking and property-management systems, payment processors, accountants, auditors, IT support and security providers;
- online travel agents and booking platforms through which you make a reservation;
- insurers and professional advisers, where necessary;
- government, law-enforcement or regulatory authorities where we are legally required to do so, or to protect our rights; and
- a successor or purchaser, if our business is sold or restructured, subject to this Policy.

We require all operators to process your information only on our instructions, to keep it confidential and to apply appropriate security safeguards.

9. Transfers Outside South Africa

Some of our service providers (for example cloud, email or booking platforms) may store or process information on servers outside South Africa. Where this happens, we take reasonable steps to ensure that the recipient is subject to law, binding rules or an agreement that provides an adequate level of protection comparable to POPIA, or we will obtain your consent.

10. Cookies and Website Analytics

Our website uses cookies and similar technologies to make the site work, remember your preferences and understand how visitors use it (for example, through analytics tools). You can control or delete cookies through your browser settings. Disabling certain cookies may affect how the website functions. Where required, we will ask for your consent before placing non-essential cookies.

Our website may contain links to third-party websites and social media platforms. We are not responsible for their privacy practices, and we encourage you to read their policies.

11. Security of Your Information

We take reasonable technical and organisational measures to protect your personal information against loss, damage, unauthorised access or disclosure, including access controls, secure systems and confidentiality obligations for staff and service providers. No method of transmission over the internet is completely secure, so we cannot guarantee absolute security. If a security compromise occurs that affects your personal information, we will notify you and the Information Regulator as required by POPIA.

12. How Long We Keep Your Information

We keep personal information only for as long as necessary to fulfil the purposes for which it was collected, or as required or permitted by law (for example, tax and accounting record-keeping periods), or for as long as you have consented. When it is no longer needed, we will securely delete or de-identify it.

13. Children

Our website and services are not directed at children under 18, and we do not knowingly collect personal information from children without the consent of a parent or legal guardian. Where a child is a guest, information is collected through the parent or guardian making the booking.

14. Your Rights

Under POPIA, you have the right to:

- ask us to confirm whether we hold personal information about you, and to request access to it;
- request correction of inaccurate, irrelevant, excessive, out-of-date, incomplete or misleading information;
- request deletion or destruction of information we are no longer authorised to keep;
- object to the processing of your personal information, on reasonable grounds, and object at any time to direct marketing;
- withdraw your consent where processing is based on consent (this will not affect processing already done); and
- lodge a complaint with the Information Regulator.

To exercise any of these rights, please contact our Information Officer using the details in section 2. We may need to verify your identity before acting on your request, and a prescribed fee may apply to certain access requests.

15. Complaints

If you believe we have not handled your personal information properly, please contact our Information Officer first so that we can try to resolve the matter. You also have the right to complain to the Information Regulator (South Africa):

Website: www.inforegulator.org.za

Email: complaints.IR@inforegulator.org.za

16. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be published on our website with the "last updated" date shown at the top. Please check this page periodically.

17. Contact Us

For any questions about this Privacy Policy or how we handle your personal information, contact:

Information Officer: Fillitah Ncube

Email: fillitah@rivoniabb.co.za

Telephone: 011-803 2790

Address: 3 River Road, Rivonia