

TRR SAFARIS

Privacy Policy

Last updated: September 2026

Trust. Reliable. Respect.

At TRR Safaris, we respect your privacy and take the protection of your personal information seriously.

This Privacy Policy explains what personal information we collect, why we collect it, how we use it and what rights you have.

This policy applies when you:

- Visit www.trr-safaris.com
- Contact us by email, telephone, WhatsApp or a contact form
- Request a safari quotation
- Book a safari, Kilimanjaro climb, Zanzibar stay or other travel service
- Subscribe to our newsletter or marketing communications
- Communicate with us before, during or after your journey

1 Who We Are

TRR Safaris is a Tanzania-based safari and travel company.

Website: www.trr-safaris.com

Email: info@TRR-Safaris.com

For questions about your personal information or this Privacy Policy, you can contact us using the email address above.

2 What Personal Information We Collect

The information we collect depends on how you use our website and services. We may collect:

Contact information

Such as:

- First and last name
- Email address
- Telephone number
- WhatsApp number
- Country of residence

Booking and travel information

When you request or book a trip, we may need information such as:

- Travel dates
- Number of travellers
- Age of travellers
- Accommodation preferences
- Safari preferences
- Dietary requirements
- Special requests
- Flight details
- Arrival and departure information

Passport and identification information

For certain bookings, permits, domestic flights or national park registrations, we may need:

- Full name as shown in your passport
- Nationality
- Date of birth
- Passport number
- Passport expiry date
- A copy of your passport where necessary

We will only request this information when it is required to organise your trip.

Health-related information

For certain activities, especially Kilimanjaro climbs, we may ask about information that is relevant to your safety, such as:

- Allergies
- Dietary requirements
- Mobility restrictions
- Relevant medical conditions
- Medication
- Emergency contact information

Please only provide health information that is relevant to your journey. We treat this type of information with additional care.

Payment information

When you make a payment, we may receive information such as:

- Name of the payer
- Amount paid
- Payment date
- Payment reference
- Bank or payment provider information

We do not intentionally store complete credit or debit card details on our website when payments are handled by an external payment provider.

Website information

When you visit our website, certain technical information may be collected automatically, such as:

- IP address
- Browser type
- Device type
- Operating system
- Pages visited
- Date and time of your visit
- Approximate location
- How you found our website

Some of this information may be collected through cookies or similar technologies. More information can be found in our Cookie Policy.

3 Why We Use Your Information

We use personal information only when there is a legitimate reason to do so. We may use your information to:

- Answer your questions
- Prepare a safari or travel quotation
- Create a personalised itinerary
- Process and manage your booking
- Reserve accommodation
- Arrange national park permits
- Arrange domestic flights
- Arrange airport transfers
- Organise activities and excursions
- Communicate with you about your journey
- Provide support before, during and after your trip
- Process payments
- Meet legal or regulatory requirements
- Improve our website and services
- Protect our website against fraud, spam and misuse
- Send marketing communications when you have agreed to receive them

We will not use your personal information for purposes that are unrelated to the reason it was originally collected unless we have a valid reason to do so.

4 Information We Share With Travel Partners

To organise your journey, we sometimes need to share relevant information with trusted third parties. These may include:

- Hotels
- Lodges
- Tented camps
- National park authorities
- Government agencies
- Domestic airlines
- Transfer companies
- Guides
- Activity providers
- Kilimanjaro operators and mountain teams
- Zanzibar accommodation and activity providers
- Payment providers
- Other suppliers involved in your confirmed itinerary

We only provide information that is reasonably necessary for them to deliver the requested service. For example, a lodge may need your name and dietary requirements, while an airline may require your full passport details.

5 International Transfers of Personal Information

Travel is international by nature. Your personal information may therefore be processed in Tanzania or another country involved in providing your journey.

If you live outside Tanzania, this may mean that your personal information is transferred outside your home country.

Where applicable, we take reasonable steps to ensure that personal information is handled securely and in accordance with relevant data protection requirements.

6 How Long We Keep Your Information

We do not keep your personal information longer than reasonably necessary. How long we retain information depends on:

- The type of information
- The purpose for which it was collected
- Legal or tax requirements
- Accounting requirements
- Booking and contractual obligations
- The need to resolve disputes

Booking and financial information may need to be retained for a longer period because of legal, tax or accounting obligations. Information that is no longer required will be deleted, anonymised or securely archived where appropriate.

7 Marketing Emails

We may occasionally send you information about TRR Safaris, new trips, special experiences or travel inspiration.

We will only send marketing communications where we have a valid reason or where you have given us permission when required.

You can unsubscribe at any time. You can:

- Use the unsubscribe option in an email
- Contact us at info@TRR-Safaris.com

Unsubscribing from marketing emails does not stop us from sending important messages about an existing booking.

8 WhatsApp and Other Communication Services

If you contact TRR Safaris through WhatsApp, social media or another communication service, that service may process your personal information according to its own privacy policy.

We recommend reviewing the privacy settings and policies of the communication services you choose to use.

Information you send to us through these services will only be used for purposes related to your enquiry, booking or communication with TRR Safaris unless otherwise agreed.

9 Contact Forms

When you submit a contact, enquiry or booking request form through our website, we use the information you provide to respond to your request. This may include your:

- Name
- Email address
- Telephone number
- Travel dates
- Number of travellers
- Destination preferences
- Message
- Other travel information you choose to provide

Please do not include unnecessary confidential or sensitive personal information in a general contact form.

10 Spam and Website Security

We may use technical measures to protect our website and contact forms against:

- Spam
- Automated messages
- Fraud
- Cyberattacks
- Unauthorised access
- Other misuse

These measures may process technical information such as your IP address, browser information or website activity.

11 Cookies

Our website may use cookies and similar technologies. Some cookies are necessary for the website to function properly.

Other cookies may be used for:

- Website preferences
- Analytics
- Embedded content
- Social media
- Marketing

Where required, optional cookies will only be activated after you have given your consent. You can find more information in our Cookie Policy.

12 Third Party Websites and Services

Our website may contain links to other websites or use services provided by third parties. Examples may include:

- Google Maps
- YouTube
- Social media platforms
- Payment providers
- Airlines
- Booking services
- Hotels or lodges

When you visit an external website, that organisation is responsible for its own privacy practices. TRR Safaris is not responsible for the privacy policies of third-party websites. We recommend reviewing their privacy information before providing personal information.

13 Photographs and Videos

During our tours, photographs or videos may occasionally be taken. We respect your privacy.

We will not intentionally use recognisable photographs or videos of you for advertising or promotional purposes without your permission.

If you do not want to appear in photographs or videos, please tell your guide or a member of the TRR Safaris team. You can also contact us if you previously gave permission and later wish to discuss the use of a photograph.

14 Children Personal Information

Families with children are welcome on many TRR Safaris journeys.

When information about a child is required for a booking, we expect it to be provided by a parent, guardian or authorised adult.

We only collect information about children that is reasonably necessary to organise and provide the booked travel services. We do not intentionally use children's personal information for marketing purposes.

15 How We Protect Your Information

We take reasonable technical and organisational measures to protect personal information against:

- Unauthorised access
- Accidental loss
- Misuse
- Alteration
- Disclosure
- Destruction

However, no website, email system or internet connection can be guaranteed to be completely secure. We therefore encourage you not to send highly sensitive information through ordinary email unless necessary.

16 Your Privacy Rights

Depending on where you live and which privacy laws apply, you may have rights regarding your personal information. These may include the right to:

- Ask what personal information we hold about you
- Request a copy of your information
- Correct inaccurate information
- Request deletion of information
- Restrict certain uses of your information
- Object to certain processing
- Withdraw consent
- Ask for your information in a portable format where applicable
- Make a complaint to a relevant data protection authority

These rights are not always absolute. In some situations, we may need to retain certain information to meet legal, contractual, tax or accounting obligations.

To make a privacy request, contact info@TRR-Safaris.com. We may need to verify your identity before processing a request.

17 Privacy Rights of European Visitors

If European data protection rules apply to the processing of your personal information, we will process your information on an appropriate legal basis. Depending on the situation, this may include:

- Processing necessary to provide a quotation or travel service you requested
- Processing necessary to perform our agreement with you
- Compliance with a legal obligation
- Our legitimate business interests
- Your consent

Where processing is based on your consent, you may withdraw that consent at any time. Withdrawal of consent does not affect processing that was lawfully carried out before the consent was withdrawn.

18 Tanzania Data Protection

TRR Safaris aims to handle personal information in accordance with applicable data protection legislation in Tanzania, including the Personal Data Protection Act, 2022, where applicable.

We aim to collect and use personal information fairly, transparently, securely and only for legitimate purposes.

19 Changes to This Privacy Policy

We may update this Privacy Policy from time to time because of:

- Changes to our website
- New services
- Changes in technology
- Changes in legal requirements

The latest version will always be published on our website. The date at the top of this page shows when the policy was last updated.

20 Contact Us

If you have questions about this Privacy Policy or how we handle your personal information, please contact:

Email: info@TRR-Safaris.com

Website: www.trr-safaris.com

We will do our best to answer privacy-related questions clearly and promptly.