

****Privacy Policy for Ecoshamba Kilole Lodge****

****Last Updated:**** May 11, 2026

This Privacy Policy describes how Ecoshamba Kilole Lodge ("we," "us," or "our") collects, uses, and shares personal information of users of our website, <https://www.ecoshambakilolelodge.com/> (the "Website"), and our services. We are located at Shamba Kilole, Utende Kiegeani, Pwani, Tanzania. Our telephone/WhatsApp number is +255753903752.

This policy is designed to comply with the General Data Protection Regulation (GDPR) for our European customers.

****1. Data Controller****

The data controller responsible for your personal data is:

Marco Stiantoni

Shamba Kilole, Utende Kiegeani, Pwani, Tanzania

Telephone/WhatsApp: +255753903752

****2. Personal Information We Collect****

We may collect and process the following types of personal information:

* ****Contact Information:**** Name, email address, phone number, postal address. This is collected when you make a booking, inquire about our services, subscribe to our newsletter, or contact us through our website or directly.

* **Booking Information:** Dates of stay, number of guests, room preferences, any special requests. This is collected when you make a reservation.

* **Payment Information:** Credit/debit card details or other payment information. This is collected to process your bookings and payments securely. Please note that payment details are often processed through secure third-party payment processors.

* **Website Usage Data:** IP address, browser type, operating system, referring URLs, pages visited, and the dates/times of your visits. This information is collected automatically through cookies and similar tracking technologies to analyze website traffic and improve our services.

* **Marketing Preferences:** Whether you have consented to receive marketing communications from us.

* **Communication Data:** Records of our correspondence if you contact us.

* **Dietary Restrictions and Preferences:** Information you provide related to allergies or dietary needs to enhance your stay.

* **Feedback and Reviews:** Information you provide in reviews or feedback forms.

3. How We Use Your Personal Information

We use your personal information for the following purposes:

* **To Provide and Manage Services:** To process your bookings, confirm your reservations, and manage your stay at our lodge.

* **To Communicate with You:** To respond to your inquiries, provide information about our services, and send you booking confirmations and updates.

* **To Process Payments:** To process your payments for bookings and other services.

* **To Personalize Your Experience:** To understand your preferences and tailor our services to your needs, such as accommodating dietary restrictions.

* **For Marketing Purposes:** With your consent, to send you newsletters, promotional offers, and information about our lodge and services. You can opt-out of these communications at any time.

* **To Improve Our Website and Services:** To analyze website usage data to understand how visitors use our Website and to make improvements.

* **For Legal Compliance:** To comply with applicable laws and regulations.

* **To Ensure Security:** To protect our website and services from fraud and unauthorized access.

4. Legal Basis for Processing Personal Data (for EEA Residents)

For individuals residing in the European Economic Area (EEA), our legal basis for processing your personal data includes:

* **Consent:** Where you have given us explicit consent to process your personal data for a specific purpose (e.g., marketing). You have the right to withdraw your consent at any time.

* **Contract:** Where processing is necessary for the performance of a contract with you (e.g., to fulfill your booking).

* **Legitimate Interests:** Where processing is necessary for our legitimate interests, provided that your rights and freedoms do not override these interests (e.g., improving our services, website analytics, security).

* **Legal Obligations:** Where processing is necessary for us to comply with a legal obligation.

5. Sharing Your Personal Information

We may share your personal information with the following categories of recipients:

* **Service Providers:** Third-party service providers who assist us in operating our website, processing payments, sending emails, analyzing data, and providing other services. These providers are contractually obligated to protect your personal information.

* **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal information may be transferred to the acquiring entity.

* **Legal Authorities:** If required by law or legal process, we may disclose your personal information to government authorities or other relevant third parties.

6. International Data Transfers

As we are located in Tanzania, your personal information may be transferred to and processed in countries outside of the EEA. Tanzania may not have data protection laws that are equivalent to those in the EEA. When we transfer your personal data outside the EEA, we will ensure that appropriate safeguards are in place to protect your personal information in accordance with GDPR, such as using Standard Contractual Clauses approved by the European Commission.

7. Data Security

We take reasonable measures to protect your personal information from unauthorized access, use, disclosure, alteration, or destruction. These measures include technical, administrative, and physical safeguards. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

8. Data Retention

We will retain your personal information for as long as necessary to fulfill the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure of your personal data, the purposes for which we process your personal

data, and whether we can achieve those purposes through other means, and the applicable legal requirements.

****9. Your Rights Under GDPR (for EEA Residents)****

If you are a resident of the EEA, you have the following rights regarding your personal data:

* **Right to Access:** You have the right to request access to the personal data we hold about you.

* **Right to Rectification:** You have the right to request that we correct any inaccurate or incomplete personal data we hold about you.

* **Right to Erasure ("Right to be Forgotten"):** You have the right to request that we delete your personal data under certain circumstances.

* **Right to Restriction of Processing:** You have the right to request that we restrict the processing of your personal data under certain circumstances.

* **Right to Data Portability:** You have the right to receive your personal data in a structured, commonly used, and machine-readable format and to transmit that data to another controller.

* **Right to Object:** You have the right to object to the processing of your personal data under certain circumstances, including for direct marketing purposes.

* **Right to Withdraw Consent:** If we are processing your personal data based on your consent, you have the right to withdraw your consent at any time. This will not affect the lawfulness of processing based on consent before its withdrawal.

* **Right to Lodge a Complaint:** You have the right to lodge a complaint with a supervisory authority in your country of residence if you believe that our processing of your personal data infringes the GDPR.

****10. Cookies and Similar Technologies****

Our Website uses cookies and similar tracking technologies to collect information about your browsing activities. You can manage your cookie preferences through your browser settings. Please refer to our Cookie Policy (if you have one, link it here) for more detailed information.

****11. Links to Other Websites****

Our Website may contain links to other websites that are not operated by us. We are not responsible for the privacy practices of these third-party websites. We encourage you to review the privacy policies of any website you visit.

****12. Changes to This Privacy Policy****

We may update this Privacy Policy from time to time. We will notify you of any significant changes by posting the new Privacy Policy on our Website and updating the "Last Updated" date. We encourage you to review this Privacy Policy periodically.

****13. Contact Us****

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Ecoshamba Kilole Lodge

Shamba Kilole, P.O.Box 29,Utende Kiegeani, Pwani, Tanzania

Email: info@ecoshambakilolelodge.com

Telephone/WhatsApp: +255753903752

By using our Website and services, you acknowledge that you have read and understood this Privacy Policy.