

Privacy Policy for TIJT (Toer In Jou Taal)

Last Updated: 20 February 2026

TIJT (Toer In Jou Taal) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you visit our website, engage with us on our digital channels, or use our travel-related services. We comply with the Protection of Personal Information Act, 2013 (POPIA) and any other applicable South African laws.

This Privacy Policy applies to information collected through our website (www.toerinjoutaal.com) and related services, sales, marketing, and events (collectively, the “Services”).

Responsible Party (as defined in POPIA):

Business name	TIJT (Toer In Jou Taal)
Email (privacy enquiries)	johng@tijt.co.za (or your preferred privacy contact email)
General contact	johng@tijt.co.za (or your preferred general contact email)
Postal address	48 Webb Street, Northmead, Benoni, Gauteng, 1501, South Africa

1. Definitions

Personal Information: Information relating to an identifiable, living natural person or an identifiable, existing juristic person, as defined in POPIA.

Processing: Any operation or activity involving personal information, including collecting, using, storing, sharing, or deleting.

Responsible Party: TIJT, as the party determining the purpose and means of processing personal information.

Operator: A third party who processes personal information for TIJT in terms of a contract or mandate (e.g., hosting providers, email tools, payment processors).

Data Subject: You (the person or organisation the personal information relates to).

2. What Information We Collect

We collect personal information that you voluntarily provide to us and information that may be collected automatically when you use our Services.

2.1 Information you provide to us

- Personal details: name, surname, nationality, identity number or passport number, date of birth.
- Contact details: phone number(s), email address(es), residential or postal address.
- Travel details: destinations of interest, travel dates, passenger details, preferences, dietary requirements where relevant to the booking, emergency contact details.

- Booking and service information: booking references, itinerary details, communications with us, support requests.
- Payment-related information: information necessary to process payments and confirm bookings (note: we do not intentionally store full card numbers).

2.2 Information collected automatically

- Device and usage data: IP address, browser type, operating system, pages viewed, time spent, referring URLs, and similar analytics data.
- Cookies and tracking technologies: limited data collected via cookies, pixels, and similar tools (see Section 6).

2.3 Special personal information

We do not request special personal information (such as health information) unless it is necessary to deliver a travel service you asked for (for example, mobility assistance or dietary requirements). Where special personal information is required, we will process it only with an appropriate lawful basis, including your explicit consent where required.

3. How We Use Your Information

We use your personal information for legitimate business purposes connected to delivering travel services and running our business. Where required by POPIA, we will obtain your consent.

3.1 Purposes of processing

- To respond to enquiries, provide quotes, and communicate with you.
- To create and manage bookings, itineraries, and travel arrangements.
- To process payments and administer deposits, refunds, and accounting records.
- To send administrative communications (booking confirmations, travel documents, service messages, policy updates).
- To provide customer support and manage complaints or disputes.
- To improve our Services, website performance, and customer experience (analytics and testing).
- To send marketing communications where you have opted in (you can opt out at any time).
- To comply with legal obligations (tax, accounting, regulatory, and lawful requests).

3.2 Lawful bases for processing (POPIA)

- Consent: where you opt in to marketing or where consent is otherwise required.
- Contractual necessity: to provide the travel products/services you request and to manage bookings.
- Legal obligation: to meet regulatory, tax, accounting, and other legal requirements.
- Legitimate interests: to operate, secure, and improve our business and Services, provided your rights are not overridden.

4. When We Share Your Information

We only share personal information when it is necessary to provide our Services, when you have consented, or when required by law. When we use Operators, we require them to protect your information and to process it only under our instructions.

4.1 Categories of recipients

- Travel suppliers and partners: airlines, accommodation providers, transfer companies, ground handlers, and tour operators necessary to fulfil your itinerary.
- Payment service providers and banks (to process and confirm payments).
- Technology service providers: website hosting, analytics, email/SMS/WhatsApp tools, CRM systems, and customer support platforms.
- Professional advisers: accountants, auditors, lawyers, and insurers (where necessary).
- Regulators and law enforcement where required by law or for the protection of rights and safety.

4.2 Cross-border transfers

Some suppliers or technology providers may be located outside South Africa. When we transfer personal information cross-border, we will take reasonable steps to ensure that the recipient is subject to laws, binding rules, or contractual protections that provide a level of protection substantially similar to POPIA, or we will obtain your consent where appropriate.

5. Marketing Preferences

We may send marketing communications (for example, tour offers or newsletters) only if you have opted in or where permitted by applicable law. You can opt out at any time by using the unsubscribe link in an email or by contacting us at the email address listed above. Opting out will not affect essential service communications (such as booking confirmations).

6. Cookies and Tracking Technologies

We may use cookies and similar technologies (such as web beacons and pixels) to operate our website, remember preferences, measure campaign performance, and understand how visitors use our Services. You can control cookies through your browser settings and, where implemented, cookie preference tools on our website.

7. How Long We Keep Your Information

We keep personal information only for as long as necessary to fulfil the purposes described in this Privacy Policy, unless a longer retention period is required or permitted by law (for example, tax, accounting, or contractual recordkeeping). When information is no longer needed, we will securely delete it or de-identify it where appropriate.

8. How We Keep Your Information Safe

We implement appropriate technical and organisational safeguards designed to protect personal information against loss, unauthorised access, disclosure, alteration, or destruction. These may include access controls, secure storage, encryption where appropriate, and contractual safeguards

with Operators. No method of transmission or storage is completely secure, and you use our Services at your own risk.

9. Your Privacy Rights (POPIA)

Subject to POPIA and applicable law, you have the right to:

- Request access to the personal information we hold about you.
- Request correction, update, or deletion of your personal information (where justified).
- Object to the processing of your personal information in certain circumstances.
- Withdraw consent at any time (where processing is based on consent).
- Lodge a complaint with the Information Regulator of South Africa.

To exercise your rights, contact us using the details in Section 12. We may ask you to verify your identity before actioning a request.

10. Children's Privacy

Our Services are not directed to children, and we do not knowingly collect personal information from children without appropriate consent. Where we process children's information for travel bookings, we do so for the purpose of arranging travel services requested by a parent/guardian or another authorised adult and with the necessary consent or authorisation.

11. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. The "Last Updated" date at the top will indicate when changes took effect. We encourage you to review this policy periodically.

12. Contact Us

If you have questions, requests, or complaints about this Privacy Policy or how we process personal information, contact TIJT:

- Email: privacy@tijt.co.za (or your preferred privacy contact email)
- Postal address: 48 Webb Street, Northmead, Benoni, Gauteng, 1501, South Africa
- Information Regulator (South Africa): You may lodge a complaint with the Information Regulator in accordance with POPIA (details available from the Regulator).