



## RUKIYA COOKIE POLICY

### INTRODUCTION

Welcome to Rukiya Camp, where privacy and respect for our guests extend beyond the bushveld and into your online experience. This Cookie Policy explains how and why we use cookies on our website in line with South Africa's Protection of Personal Information Act (POPIA) and, where applicable, international standards such as the General Data Protection Regulation (GDPR).

By continuing to browse our website, you agree to the placement of cookies as described below.

### WHAT ARE COOKIES

Cookies are small text files that store bits of information on your device (such as your computer, smartphone, or tablet). They help us remember your preferences, improve how our website functions, and provide you with a smoother and more personalised online experience.

At Rukiya Camp, cookies also help us understand how visitors interact with our site—so we can make it as effortless and enjoyable as your stay in the wild.

### TYPES OF COOKIES WE USE

#### a) Essential Cookies (First-Party and Third-Party)

These cookies are vital to the operation of our website. They allow features like secure page navigation, online booking forms, and payment functionality. Without them, some parts of our website may not work correctly.

#### b) Session Cookies (First-Party)

Temporary cookies that help maintain your browsing session. They ensure the website remembers your selections (like preferred room type or travel dates) while you explore our pages, and they disappear once you close your browser.

#### c) Preference Cookies (First-Party)

These remember your choices—such as language, region, or currency—so you don't have to re-enter them each time you visit.

#### d) Analytical & Performance Cookies (First-Party and Third-Party)

We use tools such as Google Analytics to collect anonymous information about website traffic and visitor behaviour (for example, how long guests spend on certain pages or where they found us). This helps us improve layout, design, and content.

#### e) Marketing & Social Media Cookies (Third-Party)

We may use cookies from partners like Meta (Facebook/Instagram), Google Ads, or Booking.com to show relevant adverts, special offers, or updates after you've visited our site. They also enable easy sharing of content across your social media accounts.

### POPIA AND YOUR PRIVACY RIGHTS

We treat all information collected through cookies in accordance with POPIA.

This means:

- We only collect information necessary for legitimate, clearly defined purposes (e.g., analytics or bookings).
- We never sell or share identifiable personal data with unauthorised third parties.
- You have the right to withdraw consent, request access to any personal information we hold, or ask for correction or deletion of inaccurate data.

For full details, please read our [Privacy Policy](#) or contact us at [admin@rukuyacamp.com](mailto:admin@rukuyacamp.com)

### MANAGING AND DISABLING COOKIES

You can manage or delete cookies through your browser settings at any time.

Most browsers allow you to:

- Block or alert you when cookies are being used.
- Delete existing cookies, or
- Restrict certain cookie categories.

Please note: if you disable essential cookies, some website features—such as booking forms or payment pages—may not function properly.

You can find more guidance via:

- Google Chrome Help
- Safari Help
- Microsoft Edge Help



## RUKIYA COOKIE POLICY

### COOKIE CONSENT

When you first visit our website, you'll see a cookie banner asking for your consent to use cookies. By selecting "Accept All" or by continuing to use the site, you agree to the use of cookies as outlined in this policy. You can change or withdraw your consent at any time by adjusting your browser settings.

### UPDATES TO THIS POLICY

We may occasionally update this Cookie Policy to reflect changes in our technology or data practices. All updates will be posted on this page with a revised "Last Updated" date.

### CONTACT US

If you have any questions or concerns about our use of cookies or how we protect your information, please contact us:

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