

Privacy Policy for Veloce Luxury Car Rental

CIPC Enterprise Name: Lukas Endeavours Pty Ltd.

CIPC Registration Number: 2018 / 394846 / 07

Effective Date: 1 Jan 2023

1. Introduction

Veloce Luxury Car Rental ("Veloce," "we," "our," or "us") is committed to protecting the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in accordance with the Protection of Personal Information Act (POPI) in South Africa.

2. Information We Collect

We collect and process personal information to provide you with our car rental services. The types of personal information we may collect include:

- 2.1. Personal identification information: Your name, contact details, identification documents, and payment information.
- 2.2. Reservation information: Details about your car rental reservations, including pickup and drop-off locations, rental dates, and vehicle preferences.
- 2.3. Communication information: Records of our interactions with you, including emails, calls, and customer service inquiries.
- 2.4. Location information: Information about your device's location if you use our mobile application for navigation or other location-based services.
- 2.5. Usage information: Information about how you use our website, mobile application, and services.

3. How We Use Your Information

We use your personal information for the following purposes:

- 3.1. To process and manage car rental reservations.
- 3.2. To communicate with you regarding your reservations, updates, and promotions.
- 3.3. To provide customer support and respond to inquiries.
- 3.4. To improve our services, website, and mobile application.
- 3.5. To comply with legal and regulatory requirements.

4. Disclosure of Information

We may disclose your personal information to the following:

- 4.1. Service providers: We may share your information with third-party service providers who assist us in providing car rental services, processing payments, and managing customer support.
- 4.2. Legal obligations: We may disclose your information to comply with applicable laws, regulations, or legal processes.

5. Security

We take reasonable and appropriate measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction.

6. Your Rights

You have the right to:

- 6.1. Access your personal information.
- 6.2. Correct any inaccuracies in your personal information.
- 6.3. Object to the processing of your personal information.
- 6.4. Request the deletion of your personal information.

7. Contact Information

If you have any questions or concerns about our Privacy Policy or the handling of your personal information, please contact us at:

Veloce Luxury Car Rental 27 Somerset Rd, De Waterkant, Cape Town, South Africa,
info@veloceluxurycarrental.co.za, +2783 5564717

8. Changes to the Privacy Policy

We may update this Privacy Policy to reflect changes in our practices or for other operational, legal, or regulatory reasons. We encourage you to review this Privacy Policy periodically.

By using our website, mobile application, and services, you consent to the terms outlined in this Privacy Policy.

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