

# Privacy Policy

## Holiday Migration

*A trading name of Chessie Safaris Ltd*  
Nairobi, Kenya | [www.holidaymigration.com](http://www.holidaymigration.com)

---

Holiday Migration (a trading name of Chessie Safaris Ltd, hereinafter referred to as "Holiday Migration", "we", "us" or "our") respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy applies to [www.holidaymigration.com](http://www.holidaymigration.com) and any website owned, operated, licensed, or controlled by Holiday Migration (collectively referred to as the "Site"). This Site is intended for use by persons who are 18 years of age or older. By using this Site or communicating with us via telephone, email, or otherwise, you agree to the practices described in this Privacy Policy.

This Privacy Policy is made in compliance with the Kenya Data Protection Act, 2019 ("DPA") and the regulations made thereunder. Holiday Migration is registered as a data controller/processor under the DPA where required.

### 1. INFORMATION COLLECTION

When you browse the Site without registering for any online service, you do so anonymously. Personal Information (defined as any information that identifies or can be used to identify, contact, or locate you, including but not limited to your full name, email address, home or postal address, phone number, passport details, travel preferences, or other contact information) is not automatically collected while browsing.

Holiday Migration uses "cookies", "client variables", and "session variables" to collect information about how the Site and server are used, and to recognise you as a returning user. We collect and track aggregate information such as your browser type, the server your computer is logged onto, and how you entered the Site.

This website uses Google Analytics to help analyse how visitors use the Site. Google Analytics uses cookies to collect standard internet log information and visitor behaviour data in an anonymous form. No personally identifiable information is collected unless you explicitly submit it via a form on the Site. The anonymous information generated by Google Analytics (including your IP address) is transmitted to and stored by Google in accordance with its privacy practices.

When you register for or enquire about our services, including tour packages, safari bookings, travel itineraries, visa assistance, accommodation, or other travel-related products, you may be asked to provide Personal Information. This information is used to:

- Enhance your experience on the Site
- Process your booking or travel enquiry
- Send you relevant communications and updates
- Personalise our recommendations to your travel interests
- Improve our products and services

We may also request information about your upcoming travel plans and preferred destinations in order to personalise your experience and provide you with suitable travel packages.

## 2. IP ADDRESSES

Holiday Migration collects IP addresses used to access our Site along with dates and times of access. This information is used to analyse trends, administer the Site, track user movement, and gather broad demographic data for aggregate use. IP addresses are not linked to any personally identifiable information.

## 3. REGISTRATION FOR ONLINE SERVICES

In order to provide you with travel products or services — including safari packages, tour bookings, hotel reservations, visa assistance, or travel insurance — we may request that you voluntarily provide Personal Information. This may be used for:

- Correspondence and booking confirmations
- Site registration and profile management
- Processing travel applications and payment requests
- Conducting customer satisfaction surveys and promotions

If you are a registered user, we may combine your Site activity with other online and offline information we hold about you as a Holiday Migration customer in order to personalise your experience and provide relevant travel recommendations.

## 4. ONLINE AND OFFLINE PAYMENTS

Holiday Migration collects payment information both online and offline for the purpose of completing bookings and transactions for our travel services. When processing online payments, we use secure, industry-standard encryption and work only with reputable payment processors. We do not store full card details on our servers.

For offline payments (including bank transfers, cash, or cheque), your payment details are handled by authorised staff and retained only as required by Kenyan financial and tax regulations. We will never share your payment information with unauthorised third parties.

## 5. HOW WE USE YOUR INFORMATION

We use the Personal Information you provide, together with any information from our parent company Chessie Safaris Ltd and affiliated entities, for the following purposes:

- Providing and managing travel bookings, tour packages, and related services
- Processing payments and confirming reservations
- Sending booking confirmations, travel documents, and itineraries
- Communicating promotions, offers, and news about our travel packages
- Measuring consumer interest in our products and improving our services
- Conducting market research and analysing travel trends

Where you have provided your email address, we may send you emails relating to our services or promotions. You may opt out at any time as described in the "Declining Email" section below. We may track whether emails are opened and links clicked to measure response rates and improve our communications.

Holiday Migration does not sell your Personal Information to third parties. We may, however, send you offers on behalf of our trusted travel and hospitality partners. If you engage with a partner and become their customer, you will need to manage your communication preferences with them directly.

We may share your Personal Information with law enforcement or regulatory authorities in Kenya where required by law, including under the DPA, or in the event of a criminal investigation or suspected illegal activity.

## **6. SHARING WITH GROUP COMPANIES**

Holiday Migration is a trading name of Chessie Safaris Ltd. We may share your Personal Information within the Chessie Safaris group of companies, including our parent company, subsidiaries, and commonly-owned companies, strictly for the purpose of delivering travel services, ensuring proper bookings, and improving your experience. All group companies are bound by equivalent data protection obligations.

## **7. CONTESTS AND PROMOTIONS**

When you participate in any contest, prize draw, or promotional activity on the Site, we may request your Personal Information to administer the promotion and notify winners. Participation is completely voluntary and you may choose whether to disclose the required information. Details of how information collected during promotions will be used will be disclosed at the point of entry.

## **8. ONLINE SURVEYS**

We value feedback from our customers and may invite you to participate in surveys to help us improve our services. We may ask for your Personal Information to identify your feedback appropriately. All survey responses are aggregated and used to enhance the Site and our travel products. Participation is entirely voluntary.

## **9. YOUR RIGHTS UNDER THE DATA PROTECTION ACT, 2019**

As a data subject under the Kenya Data Protection Act, 2019, you have the following rights in relation to your Personal Information:

- Right to be informed about how your data is collected and used
- Right of access to the Personal Information we hold about you
- Right to correction of inaccurate or incomplete data
- Right to deletion of your data (subject to legal obligations)
- Right to object to or restrict processing of your data
- Right to data portability
- Right to withdraw consent at any time where processing is based on consent

To exercise any of these rights, please contact us using the details provided in the "Contact Us" section below. We will respond to your request within the timelines prescribed by the DPA.

## **10. DECLINING EMAIL COMMUNICATIONS**

Holiday Migration provides all customers with the ability to opt out of receiving marketing emails at any time. To unsubscribe, follow the opt-out instructions included in any Holiday Migration email, or contact us directly at the address provided below. Please note that opting out of marketing emails will not affect transactional communications related to confirmed bookings or travel services.

## **11. CHILDREN'S PRIVACY**

This Site is not intended for persons under the age of 18. We do not knowingly collect Personal Information from children under 18. If you believe a child has submitted Personal Information to us without parental consent, please contact us immediately and we will take steps to delete such information.

## **12. DATA SECURITY**

Holiday Migration implements appropriate technical and organisational measures to protect your Personal Information against unauthorised access, loss, misuse, alteration, or destruction. These include secure server environments, encrypted online transactions, and restricted staff access to personal data. However, no data transmission over the internet can be guaranteed to be completely secure, and we encourage you to take appropriate steps to protect your own information.

## **13. DATA RETENTION**

We retain your Personal Information for as long as is necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements under Kenyan law. When your data is no longer required, we will delete or anonymise it in a secure manner.

## **14. LINKED WEBSITES**

Our Site may contain links to third-party websites, including travel partners, airlines, hotels, and tourism boards. Holiday Migration is not responsible for the privacy practices or content of those websites. We encourage you to review the privacy policies of any external site you visit. This Privacy Policy applies solely to information collected through the Holiday Migration Site.

## **15. COPYRIGHT AND INTELLECTUAL PROPERTY**

Holiday Migration respects the intellectual property rights of others and expects users of our Site to do the same. If you believe that your work has been reproduced on our Site in a manner that constitutes copyright infringement, please provide our designated agent with the following information:

- a. An electronic or physical signature of the authorised representative of the copyright owner;
- b. A description of the copyrighted work or intellectual property you claim has been infringed;
- c. A description of where the allegedly infringing material is located on the Site;
- d. Your contact details including name, address, telephone number, and email address;
- e. A statement that you have a good faith belief that the disputed use is not authorised by the copyright owner, its agent, or the law.

Copyright infringement notices should be directed to: [safari@holidaymigration.com](mailto:safari@holidaymigration.com)

## **16. USER CONTRIBUTIONS**

By submitting ideas, suggestions, reviews, travel stories, photos, or any other content ("Contributions") to Holiday Migration, you acknowledge and agree that:

- Your Contributions do not contain confidential or proprietary information belonging to third parties;

- Holiday Migration is under no obligation of confidentiality with respect to your Contributions;
- Holiday Migration may use or disclose your Contributions for any purpose, including commercial purposes, in any media worldwide;
- Your Contributions automatically become the property of Holiday Migration, and you are not entitled to any compensation or reimbursement.

## 17. CONTACT US

If you have any questions, concerns, or complaints about this Privacy Policy, or if you believe Holiday Migration has not complied with your data protection rights, please contact us:

**Holiday Migration (a trading name of Chessie Safaris Ltd)**

Nairobi, Kenya

**Website:** [www.holidaymigration.com](http://www.holidaymigration.com)

**Email:** [safari@holidaymigration.com](mailto:safari@holidaymigration.com)

We will investigate your inquiry promptly and respond within the timeframes required by the Kenya Data Protection Act, 2019.

---

*This Privacy Policy was last updated in 2025 and supersedes all previous versions.*

*Holiday Migration is a trading name of Chessie Safaris Ltd • Nairobi, Kenya*