

Privacy and cookie policy – Family Board N Stay

Last updated: 15/05/2025

1. General

This Privacy & Cookie Policy explains how we handle your personal data. We take the protection of your personal data seriously and comply with applicable legislation, including the General Data Protection Regulation (GDPR) and the South African Protection of Personal Information Act (POPIA).

2. Who processes your personal data

Family Board N Stay (PTY) LTD

Registered Office: Diagonal Street, Pringle Bay, South Africa

CPIC Registration Number: 2024 / 426264 / 07

Email: benny@familyboardnstay.com

Family Board N Stay (PTY) LTD (hereinafter “we” or “Family Board N Stay”) is the controller responsible for processing personal data collected via our website **www.familyboardnstay.com** (“the Website”).

3. What personal data do we process

We process various categories of personal data, including:

- **Identity data:** Surname, first name
- **Contact data:** Email, telephone number, physical address, additional delivery address
- **Booking details:** Information from reservations made via external booking platforms
- **Technical data:** IP address, browser information, etc.
- **Payment data:** Processed directly by external booking platforms
- **Other voluntarily provided data:** E.g., preferences, messages, etc.

Some data is collected through cookies. Please see section 12 for details regarding our use of cookies.

4. Legal basis for processing

We process your personal data on the following legal grounds:

- **Consent:** Where applicable (e.g., for newsletters or marketing communications).
- **Contractual necessity:** To provide the services or products requested.
- **Legitimate interest:** For instance, improving the performance and functionality of the Website.
- **Legal compliance:** When required by law.

5. Why we process your personal data

We process your data for the following purposes:

- To deliver the services and products offered via our Website.
- To manage reservations (via external booking platforms).
- To respond to inquiries and provide customer support.
- To send newsletters and marketing communications (subject to your consent).
- To improve and secure our Website, including carrying out technical analytics.
- To comply with our legal obligations or respond to legal claims.

6. Data retention

We do not retain your personal data longer than necessary for the purposes for which it was collected, such as processing your reservation, sending communications, or handling any disputes.

Personal data provided through external booking platforms (such as Booking.com or Airbnb) is managed according to the privacy policies of those platforms. Family Board N Stay does not control the data retention periods on these platforms. Customers can manage their data through their account on the relevant platform.

Personal data that we receive directly (e.g., via email or the contact form on the Website) is retained for **a maximum of one year after your stay**, unless a longer retention period is required by law (for example, for accounting or invoicing purposes).

Would you like us to delete your personal data sooner?

Please send an email to **benny@familyboardnstay.com** and we will ensure your data is securely deleted, unless we are legally required to retain it.

7. Social media and third-party platforms

Social Media

We maintain public pages on social media platforms such as **Facebook** and **Instagram**. When you interact with us on these platforms (for example, by commenting, messaging, or liking our posts), your data may be processed by these platforms according to their own privacy practices. For more details, please review Meta's cookie policy.

Booking Platforms

Reservations for our guesthouse are handled via third-party platforms (e.g., Booking.com or Airbnb). These platforms process your personal data according to their privacy policies, and we do not have control over their retention practices. Please review the privacy policies of these platforms.

8. Your Rights

You have the right to:

- **Access** your personal data.
- **Correct** any inaccuracies.
- **Delete** your personal data (where legally permitted).
- **Object to or restrict** certain processing activities.
- **Data portability:** Request that your data be transferred to another controller.
- **Withdraw consent:** At any time, without affecting the lawfulness of processing based on consent before its withdrawal.

To exercise any of these rights, please contact us at **benny@familyboardnstay.com**. For identity verification, you may be asked to provide a copy of your identification document.

9. Complaints

If you have concerns regarding our processing of your personal data, you may contact us directly at **benny@familyboardnstay.com**. Alternatively, you may lodge a complaint with the appropriate supervisory authority:

- **For South African users:**
South African Information Regulator
- **For Belgian (EU) users:**
[Belgian Data Protection Authority](#)

10. Data Breaches

If you suspect that a data breach has occurred, please contact us immediately at **benny@familyboardnstay.com** or use the contact details provided above. We will take prompt action in accordance with the law.

11. Security

We have implemented reasonable technical and organizational measures to safeguard your personal data. However, we are not liable for any direct or indirect damages resulting from improper or unlawful use of personal data by third parties or users (for example, due to password sharing).

Our Website may contain links to external websites. Please note that we are not responsible for the privacy practices or content of these third-party sites.

12. Cookie policy

12.1 What are cookies?

Cookies are small text files stored on your device when you visit our Website. They help improve your experience by remembering your preferences and collecting anonymous usage data.

12.2 Consent

By using our Website, you consent to our use of cookies. You can adjust your cookie preferences or refuse cookies via your browser settings.

12.3 Managing cookies

You can manage, block, or delete cookies in your web browser. Please consult your browser's help section or use the following links for more information:

- [Chrome: Manage Cookies](#)
- [Firefox: Manage Cookies](#)
- [Safari: Manage Cookies](#)
- [Internet Explorer: Manage Cookies](#)

12.4 Cookies we use

We use various cookies on our Website for purposes such as language preference, security, and performance analytics. These include:

- **Google Analytics:** Helps us understand how our Website is used.
[Cookie information](#)
- **Facebook Pixel:** Facilitates tracking for social media interactions.
[Cookie information](#)
- **Phoenix:** For website infrastructure performance.
[Privacy policy](#)

Note: Since Facebook and Instagram are part of Meta Platforms Inc., the cookie policies for both platforms are covered under [Meta's cookie policy](#).