

Privacy Notice

How Nardouw collects, uses, stores and shares personal information

Version 1.0 | Effective 13 September 2026

Nardouw respects the privacy of its guests and website visitors. This Privacy Notice explains how personal information is collected, used, stored and shared when you enquire about, book or stay at Nardouw.

Nardouw is operated by Mario Jan Louw and processes personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA).

1. Who is responsible for your information?

Nardouw, operated by Mario Jan Louw

Physical address: Nardouw Farm, Clanwilliam, 8135, Western Cape, South Africa

Postal address: P.O. Box 60, Clanwilliam, 8135, South Africa

Email: nardouwcamping@gmail.com

Telephone / WhatsApp: 083 645 8334

Information Officer: Mario Jan Louw

Information Regulator registration number: 2026-066604

Questions or requests relating to your personal information may be sent using these contact details.

2. What information we may collect

- your name and surname
- email address
- telephone or WhatsApp number
- arrival and departure dates
- number of guests
- messages or other information included in an enquiry
- booking and payment information, including proof of payment
- information needed to administer your stay
- information recorded on the Nardouw Guest Indemnity, including identification details, contact information and emergency-contact details
- correspondence between you and Nardouw
- information supplied through a third-party booking platform

When you visit the Nardouw website, technical information such as your IP address, browser or device information may also be processed automatically by the services used to host and operate the website.

3. Why we use your information

- respond to enquiries

- check availability and arrange bookings
- receive and confirm payments
- communicate with guests before, during and after a stay
- administer check-in and check-out
- maintain booking, payment and business records
- manage the House Rules, indemnity and guest-safety arrangements
- deal with emergencies, damage, complaints, disputes or legal claims
- comply with applicable legal, accounting or regulatory obligations
- protect the legitimate interests, safety and property of Nardouw and its guests

4. Information you choose not to provide

Providing general website information is voluntary.

However, certain personal information is necessary for Nardouw to respond to an enquiry, confirm a booking, receive payment or administer a stay.

If the information reasonably required for these purposes is not provided, Nardouw may be unable to confirm or provide the accommodation.

5. How we receive personal information

- directly from you through the Nardouw website, email, telephone or WhatsApp
- when you complete or sign guest documentation
- when you make a payment or provide proof of payment
- through booking platforms such as Airbnb, Booking.com or LekkeSlaap
- through another person making a booking on your behalf

Where a booking is made through a third-party platform, that platform will also process information under its own privacy policy.

6. Who we may share information with

Nardouw does not sell guest personal information.

- website hosting and form-processing providers
- payment or banking providers
- booking platforms
- email and communication service providers
- accountants or tax advisers
- legal advisers
- insurers or insurance-related parties where a claim requires it
- emergency services
- public authorities where legally required
- contractors or service providers where limited access is reasonably necessary

Service providers should only receive the information reasonably necessary for the service they perform. At present, Nardouw's website uses GitHub Pages for website hosting and FormSubmit to deliver website enquiry submissions.

7. Information processed outside South Africa

Some technology or booking service providers used by Nardouw may operate or store information outside South Africa.

Where personal information is transferred outside South Africa, Nardouw will seek to ensure that the transfer takes place in accordance with POPIA and that an appropriate basis for the transfer exists.

8. How long we keep personal information

Personal information will be kept only for as long as reasonably necessary for the purpose for which it was collected or where retention is required or permitted by law.

Booking, payment, correspondence and signed indemnity records may be retained for a reasonable period after a stay where needed for accounting, record-keeping, contractual, insurance or legal purposes.

When personal information is no longer reasonably required and there is no lawful reason to retain it, it should be securely deleted, destroyed or de-identified.

9. Protecting your information

Nardouw will take reasonable steps appropriate to the nature of the information held to protect personal information against loss, unauthorised access, misuse, alteration or disclosure.

No electronic system can be guaranteed to be completely secure, but Nardouw maintains reasonable technical and organisational safeguards appropriate to the nature of the information processed.

10. Marketing

Information provided for an enquiry or booking will not automatically be used to send unrelated marketing communications.

If Nardouw introduces optional direct marketing in future, any such communication will be handled in accordance with applicable law and guests will be given an appropriate way to opt out.

11. Your rights

Subject to applicable law, you may ask Nardouw to:

- confirm whether personal information about you is held
- provide access to your personal information
- correct inaccurate or incomplete information
- delete or destroy information where there is no lawful reason for it to be retained
- object to certain processing of your personal information

You may also raise a concern directly with Nardouw or lodge a complaint with the Information Regulator of South Africa.

Information Regulator: 010 023 5200 | enquiries@infoeregulator.org.za | Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg

12. External websites and booking platforms

The Nardouw website may contain links to external websites, social-media services or booking platforms.

Nardouw is not responsible for the privacy practices of those third parties. Guests should review the relevant provider's privacy terms when using an external service.

13. Changes to this Privacy Notice

Nardouw may update this Privacy Notice when its website, booking processes, service providers or legal obligations change.

The latest version made available on the Nardouw website will apply from the date stated at the top of the notice.