PRIVACY

MEGA ADVENTURES TRAVEL · MOSHI, KILIMANJARO

Mega Adventures Privacy Policy

LAST UPDATED: 27 NOVEMBER 2026 · VERSION 1.1

In short. We collect only what we need to plan and run your adventure safely. We never sell your data. We ask for your written consent before we use health data, photos of you or your children, or send you marketing. You can see, correct or delete your data by writing to accounts@megaadventurestravel.com. We confirm receipt within 72 hours and answer within 30 days. If you are unhappy, you can complain to Tanzania's Personal Data Protection Commission (PDPC).

01 Who we are

Welcome to Mega Adventures ("we", "our" or "us"). We are committed to protecting your personal data and handling it in accordance with the Personal Data Protection Act, 2022 and its regulations. This policy explains how we collect, use, disclose and protect your personal data when you visit our websites, contact us or travel with us.

Mega Adventures Ltd plans and runs Kilimanjaro climbs, game drive safaris, walking safaris, motorbike safaris and self-drive vehicle rental in Tanzania. We decide why and how your personal data is used, so the law calls us the **data controller**.

ITEM	DETAIL
Company	Mega Adventures Ltd, registered in Tanzania, company no. 104561
Address	Rau Vet, Saba Saba Street, P.O. Box 8005, Moshi, Kilimanjaro, Tanzania
PDPC registration	Registration certificate no. 0-000-005-235, valid until 16 June 2030
Data Protection Officer	Abdulfatah Atik, accounts@megaadventurestravel.com
Phone and WhatsApp	+255 715 820 280
General email	info@megaadventurestravel.com
Websites	megaadventurestravel.com (including the trip planner at /plan/) and megaadventurestravel.dk

02 Laws we follow

— The **Personal Data Protection Act, Cap. 44** (Act No. 11 of 2022) of the United Republic of Tanzania.

- The **Personal Data Protection (Personal Data Collection and Processing) Regulations, 2023** (G.N. 449C).
- The **Personal Data Protection (Complaints Settlement Procedures) Regulations, 2023** (G.N. 449B), as amended.
- For guests in the European Union and the United Kingdom, the EU and UK General Data Protection Regulation also apply. Where two laws differ, we follow the stricter rule.

This policy covers our websites, the trip planner, enquiry forms, email, WhatsApp, phone calls, bookings, payments and the trip itself. Staff and job applicants receive a separate notice.

03 How we follow the data protection principles

We follow the principles of the Act. This means we:

- process your data lawfully, fairly and openly, and tell you what we do with it;
- collect it only for clear, specific and lawful purposes, and do not use it for anything else;
- collect only the data each purpose needs, and no more;
- keep it accurate and up to date, and correct it when you tell us it is wrong;
- keep it no longer than necessary (see section 11);
- respect your rights as a data subject (see section 13);
- protect it against loss, misuse and unauthorised access (see section 12);
- transfer it outside Tanzania only as the Act allows (see section 9).

04 What we collect and how

How we collect it. Most data comes from you: when you fill in our enquiry form or trip planner, email us, message us on WhatsApp, call us, book, pay, or travel with us. Some comes from the person, travel agent or online booking platform (such as SafariBookings or TripAdvisor) that books for you. Our websites collect some data through cookies, only after you accept them (see section 19).

What we collect. We collect what each stage of your trip needs, and no more.

WHEN	WHAT WE COLLECT
Enquiry and quote	Name, email, phone with country code, preferred contact method, chosen adventure, dates, number of adults and children, children's ages, budget range, accommodation level, your message
Booking	Full name as in passport, passport number and expiry, nationality, date of birth, home address, emergency contact, flight details, travel insurance provider and policy number, room and bed choices
Kilimanjaro and trekking	Fitness and climbing experience, health conditions, medicines, allergies, gear and clothing sizes for rental
Motorbike safaris	Motorcycle licence details, riding experience, helmet and riding-gear sizes

WHEN	WHAT WE COLLECT
Self-drive rental	Driving licence or international driving permit, passport copy, deposit and payment details, vehicle hand-over and return records, traffic fines and incidents during the rental
Walking safaris	Fitness level and relevant health conditions
Payments	Payer name, amount, date, method and transaction reference. Card payments run on Pesapal's secure page. We never see or store full card numbers or security codes
During the trip	Incident and medical reports, feedback, and photos or video taken with your consent
Website and planner	Pages viewed, planner steps reached, device and browser type, approximate location. Only after you accept analytics cookies
Through travel agents and booking platforms	Booking details your agent or an online platform such as SafariBookings or TripAdvisor sends us, such as names, contact details, dates, passport details and your message

Some details are required. Without names, passport details, nationality and ages we cannot get park and climbing permits, so we cannot book your trip. Other details, such as your budget or diet, are optional. Health data is covered in section 5.

If you book for other travellers, you give us their details. Please show them this policy first. A parent or guardian must give the details of anyone under 18.

05 Sensitive data

Tanzanian law classes some data as sensitive personal data. For us that means health data, data about children and financial transaction data. We use sensitive data only with your prior written consent, or where the law allows it without consent, for example to protect your life in a medical emergency.

You may refuse to share health data. Our guides then cannot plan for your condition, and we may have to decline a climb, motorbike safari or walking safari for your safety.

06 Why we use your data and on what legal basis

PURPOSE	DATA USED	LEGAL BASIS
Answer your enquiry and send a quote	Enquiry data	Your request and consent
Book parks, lodges, flights, transfers and activities	Booking data	Our contract with you
Obtain park and climbing permits	Names, passport details, nationality, ages	Our contract and park authority rules
Rent you a vehicle or motorbike safely	Licence, passport copy, deposit, incident records	Our contract and road traffic law

PURPOSE	DATA USED	LEGAL BASIS
Plan for your health and diet	Health and diet data	Your written consent
Act in a medical emergency	Health data, emergency contact	Protecting your life or health
Take payments and keep tax records	Payment data	Our contract and Tanzanian tax law
Handle complaints and legal claims	Booking data, messages	Establishing or defending legal claims
Ask for one review after your trip	Name, email	Our legitimate interest in feedback
Send newsletters and offers	Name, email	Your explicit consent
Measure how our websites work	Website data	Your consent through the cookie banner
Use photos and video in marketing	Photos and video	Your written consent, or a parent's for a child

We use your data only for the purpose we collected it for. We never sell it.

07 Who receives your data

Each recipient gets only what its task needs.

RECIPIENT	WHAT THEY RECEIVE	WHY	LEGAL GROUND
Tanzania National Parks Authority (TANAPA), Ngorongoro Conservation Area Authority	Names, passport numbers, nationality, ages	Permits and entry fees	Contract; legal obligation
Lodges, camps and hotels	Names, ages, room needs, diet and allergies	Your stay	Contract; your consent for allergies
Airlines and charter operators	Names, passport details	Your flights	Contract
Our guides, drivers, riders, mechanics and mountain crew	Names, ages, diet, health notes, emergency contact	Running your trip safely	Contract; your consent for health notes
Rescue services, hospitals and clinics	Health data, emergency contact	Medical care in an emergency	Protecting your life or health
Your travel insurer	Incident and medical details	Your claim or emergency cover	Your consent; protecting your life
Police and traffic authorities	Driver and vehicle details	Traffic incidents and fines during a rental	Legal obligation

RECIPIENT	WHAT THEY RECEIVE	WHY	LEGAL GROUND
Pesapal and our bank	Payment details	Taking payments	Contract; tax law
Our website and email hosting provider, Google, Meta (WhatsApp)	Data that passes through their systems	Running our website, email and messages	Contract; your consent for analytics
The travel agent who booked you	Booking updates	Your booking	Contract
Online booking platforms such as SafariBookings and TripAdvisor	Our replies and booking updates, when you contact us through the platform	Answering you where you wrote to us	Your request; contract
Courts, tax authorities or the PDPC	Data the law requires	Our legal duties	Legal obligation

Our technology providers act only on our instructions and under written terms. National parks, lodges, airlines and review sites use your data under their own rules and privacy policies.

08 When we may disclose your data

Apart from the recipients in section 7, we disclose personal data only when:

- the law, a court order or a public authority requires it;
- it is needed to protect your life or safety, or someone else's;
- it is needed to establish, exercise or defend a legal claim;
- you have asked us to, or agreed to it.

We disclose only the data that is needed.

09 Sending data outside Tanzania

Some data leaves Tanzania:

- Google (Analytics) and Meta (WhatsApp) process data in the United States and other countries.
- We send booking details to the travel agent who booked you, some of whom are in Europe.
- Our website and email hosting provider may store data on servers outside Tanzania.

The Act allows such transfers only where appropriate safeguards are in place. Where the Act requires a transfer permit from the PDPC, we obtain it before the transfer. We send only the data each recipient needs, and each recipient is bound by written terms to protect it.

If you contact us through an online booking platform such as SafariBookings or TripAdvisor, our replies go through that platform's own systems, under its own privacy policy. You can write to us directly by email instead.

10 Where your data is held

- **Electronic records** (enquiries, bookings, emails) are held in our email and booking systems, on the servers of our website and email hosting provider.
- **Website and planner data** is held by our hosting provider and, for analytics, by Google.
- **WhatsApp messages** are held on our company phones and by Meta.
- **Paper forms** are kept in a locked cabinet at our office in Moshi.

11 How long we keep it

DATA	HOW LONG WE KEEP IT
Enquiries that do not lead to a booking	2 years after our last contact
Booking, payment and accounting records	5 years after your trip ends, as Tanzanian tax law requires
Passport copies, licence copies and health data	3 months after your trip or rental ends
Incident, accident and medical reports	5 years after the incident
Self-drive hand-over and damage records	1 year after the rental ends, longer if a claim is open
WhatsApp and email about your trip	Same as your booking record
Newsletter list	Until you unsubscribe
Website analytics	14 months
Photos and video used with consent	Until you withdraw consent

Then we delete or anonymise the data. An open complaint or legal claim pauses deletion of the records it concerns.

12 How we protect it

- Only staff who work on your trip can open your file.
- Our email and booking systems use two-step login. Our websites use HTTPS encryption.
- Card payments run on Pesapal. Card details never reach our systems.
- We keep our website and its plugins up to date and check them regularly for security weaknesses.
- Paper forms stay in a locked cabinet and are shredded at the end of their retention period.
- Every staff member, guide and driver signs a confidentiality agreement and receives data protection training.

13 Your rights

Under the Act you have these rights. Using them is free.

YOUR RIGHT	WHAT IT MEANS
Be informed	Know what we collect, why, and who receives it. This policy does that
Access	Get a description and a copy of the data we hold, its purposes and its recipients
Correction	Have wrong, incomplete or misleading data corrected
Deletion	Have data erased when it is no longer needed or was unlawfully obtained
Stop or suspend use	Ask us to stop collecting or using data where it causes you harm
Object to marketing	Stop marketing at any time
Portability (EU and UK guests)	Receive the data you gave us in a common digital format, or have us send it to another company
Withdraw consent	Withdraw any consent. It does not affect what we did before
No automated decisions	Not be subject to a decision made by automated means alone
Complain	Complain to us and to the PDPC

14 How to access your data and use your rights

Email accounts@megaadventurestravel.com or message +255 715 820 280 on WhatsApp. Tell us which right you want to use. We may ask you to confirm your identity before we share or change any data. Our promise:

- We confirm receipt within 72 hours.
- If you ask us to stop or suspend use of your data, we pause it and tell anyone we shared it with within 72 hours, and give our decision within 7 days.
- We answer all other requests, including requests for a copy of your data, within 30 days.
- If we refuse, we tell you why in writing. Tax law, for example, makes us keep payment records for 5 years.

You may also apply directly to the PDPC to have your data corrected, blocked, erased or destroyed.

15 Automated decisions and profiling

We do not make decisions about you by automated means alone, and we do not use your personal data for profiling. Every quote, booking and rental decision is made by a member of our team.

16 Children

Our websites are not intended for anyone under 18, and we do not knowingly collect personal data directly from children. Children's data is sensitive under Tanzanian law. We collect a child's name, age, passport details and health needs only from a parent or guardian, with their written consent, to book and run the family's trip. We do not accept enquiries or bookings from anyone under 18 without a parent or guardian.

If you believe a child has sent us personal data without a parent or guardian, please contact accounts@megaadventurestravel.com and we will delete it.

17 Photos and video

We ask two separate consents: one to take photos or video of you, and one to publish them. For a child, a parent must give both in writing. You can withdraw either consent at any time. We then remove the images from our website and social media within 7 days.

18 Marketing

We send newsletters and offers only if you tick the marketing box, which is never ticked for you. An enquiry or booking does not sign you up. Every email has an unsubscribe link. On WhatsApp, reply STOP. We remove you within 7 days. After your trip, we send one email asking for a review, and no reminders.

19 Cookies and WhatsApp

COOKIE TYPE	WHAT IT DOES	YOUR CHOICE
Necessary	Keeps the site and its security working	Always on
Analytics	Google Analytics counts page views and planner steps	Off until you accept

We do not use advertising or tracking cookies. If we add any in future, they will stay off until you accept them, and we will update this policy first.

You can change your choice at any time through the cookie link in the website footer. You can also block or delete cookies in your browser settings. Some parts of the site may not work without necessary cookies.

WhatsApp belongs to Meta. Meta encrypts message content, but sees your phone number and the times you message us. Choose email if you prefer.

20 Links to other websites

Our websites link to other websites, such as national parks, lodges, review sites and social media. We are not responsible for their content or privacy practices. Please read their own privacy policies before you share data with them.

21 Data breaches

If a security breach affects personal data, we notify the PDPC without undue delay, as the Act requires. We tell you directly when the breach could harm you, and explain what you can do.

22 Complaints

Please contact our Data Protection Officer first at accounts@megaadventurestravel.com. We aim to resolve complaints within 30 days. You may complain to a regulator at any time:

- **Tanzania:** Personal Data Protection Commission (PDPC), pdpc.go.tz. If we refuse a request to stop or suspend use of your data, you may complain to the PDPC within 14 days of our refusal.
- **Denmark:** Datatilsynet, datatilsynet.dk. Other EU countries: your national data protection authority.
- **United Kingdom:** Information Commissioner's Office, ico.org.uk.

23 Language

This policy is written in English. If we publish it in another language and the versions differ, the English version applies.

24 Changes to this policy

We may change this policy from time to time. We review it at least once a year and whenever we add a new tool or service. Any change is posted on this page with an updated date at the top. We email booked guests about any change that affects their trip.