www.traveldash.africa | Telephone: +264 81 657 0202 | Email: info@traveldash.africa

# PRIVACY POLICY

**Last Updated:** November 2026

At TravelDash ("we", "our", or "the Platform"), we respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our website (www.traveldash.africa) and services.

## 1. Information We Collect

- **Personally Identifiable Information:** When you register, make a booking, or create an account, we may collect your name, email address, telephone number, and payment-related details.
- **Business-Specific Information (For Operators):** Business name, location, registration numbers (such as NTB certificates), banking details, and operational information.
- **Technical Information:** IP addresses, browser type, and browsing history via cookies to enhance your user experience.

## 2. How We Use Your Information

- To manage your account and access to the SaaS platform.
- To facilitate communication between tourists and tour operators.
- To comply with regulatory requirements and legal obligations in Namibia.

## 3. Sharing of Information

We do not sell or rent your personal information to third parties. Information is shared only as necessary:

- Between registered operators and tourists to confirm bookings.
- With authorized payment partners (such as DPO Group) to process transactions where applicable.

## 4. Security

We implement appropriate technical and organizational measures to protect your data against unauthorized access, loss, or destruction.

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# GENERAL TERMS AND CONDITIONS

**Last Updated:** November 2026

By accessing or using the TravelDash platform, you as a user (whether a tourist or visitor) agree to be bound by these Terms and Conditions.

## 1. Nature of the Platform (SaaS Description)

TravelDash is a Software-as-a-Service (SaaS) platform that serves as a technological tool and booking management system for independent tourism operators in Namibia. TravelDash is **not** a travel agent, tour operator, or financial institution.

## 2. Absolute Disclaimer of Liability (No Intervention)

- **No Financial Interference:** TravelDash takes **no** responsibility, control, or oversight regarding payments, deposits, electronic funds transfers (EFTs), or online transactions that take place directly or indirectly between a tourist (client) and an operator.
- **Cancellations and Refunds:** All arrangements, terms, cancellations, and refunds of funds are strictly a private agreement between the tourist and the specific tour operator. TravelDash shall under no circumstances be held liable for any disputes, financial losses, or claims arising from cancellations or refused refunds.
- **No Warranty or Liability:** TravelDash does not guarantee the quality, safety, punctuality, or legality of the services offered by operators. Any claim or dispute must be resolved directly with the respective operator.

## 3. User Obligations

- You agree that all information you provide is accurate.
- You hereby indemnify TravelDash against any claims, damages, or costs (including legal fees) arising from your use of the platform or your transactions with third parties.

## 4. Governing Law

This agreement shall be governed by and construed in accordance with the laws of the Republic of Namibia.