
Crazy Frog Investments PTY Ltd – Privacy Policy

Last updated: 7 January 2026

1. Introduction

Crazy Frog Investments PTY Ltd (“we”, “our”, “Crazy Frog”) operates Askiesbos Samochima Bush Camp in Botswana. This Privacy Policy explains how we collect, use, store, and protect the personal information you provide when you make a reservation with us. By using our services you agree to the practices described below.

2. What Personal Data We Collect

When you book a stay at Askiesbos Samochima Bush Camp we receive the following information from our booking partners:

| Data Element | Source |
|--------------------------|----------------------------|
| Full name | Nightsbridge / Booking.com |
| Email address | Nightsbridge / Booking.com |
| Phone number | Nightsbridge / Booking.com |
| Booking reference/number | Nightsbridge / Booking.com |

3. Website & Analytics

Our public website (<https://www.samochimabushcamp.com/>) uses **Wix Analytics** to help us understand how visitors interact with the site and to improve the user experience. The categories of data collected are:

| Category | Types of Data Collected |
|----------------------------------|---|
| Behavioral data | Session duration, pages visited per session, total page views, top pages visited, clicks and navigation flows, form submissions, bounce rates |
| Traffic & source data | Traffic sources (e.g., organic search, referral, direct), entry pages, UTM parameters attached to campaign links |
| Technical data | Device type (desktop, tablet, mobile), geographic location inferred from IP address, browser name and version, session timestamps |

This analytics data is **non-personal** in the sense that it is not linked to the personal identifiers collected through reservations (name, email, phone, booking reference). It is used solely for statistical analysis, performance monitoring, and website optimisation. The information is stored on Wix’s servers in accordance with Wix’s own privacy policy, which you can review at <https://www.wix.com/about/privacy>.

4. How We Use Your Data

- **Reservation Management** – To confirm, modify, or cancel your booking and to communicate essential information about your stay.
- **Customer Service** – To respond to inquiries you make via email, phone, or website contact form.
- **Legal & Regulatory Compliance** – To fulfil any obligations under Botswana law or to cooperate with lawful authorities.

5. Who Has Access to Your Data

- **Authorized Employees** – Only staff members who need the information to perform their duties (e.g., front-desk) may access your data.
- **Booking Partners** – Nightsbridge and Booking.com process the reservation details on our behalf. Their handling of your data is governed by their own privacy policies. (See Section 10)
- **Payment Processor** – Payments are processed by Mobipaid. Payment-related data (card details, transaction IDs) are handled solely by Mobipaid under its privacy policy. (See Section 10)

We do not sell, rent, or otherwise disclose your personal information to third parties for commercial purposes.

6. Data Retention

All personal data we hold (full name, email, phone number, booking number) is retained indefinitely until you request its deletion. This enables us to provide ongoing support for past stays (e.g., invoicing, tax records) and to comply with any statutory record-keeping requirements.

7. Your Rights

You have the right to:

1. **Access** – Request a copy of the personal data we hold about you.
2. **Rectify** – Ask us to correct inaccurate or incomplete information.
3. **Delete** – Request removal of your personal data from our systems.
4. **Restrict Processing** – Limit how we use your data in certain circumstances.
5. **Data Portability** – Receive your data in a structured, commonly used format.

To exercise any of these rights, please contact the designated data-deletion officer (see Section 9).

8. Data Security

Access is restricted to duly authorised employees. We employ reasonable administrative, technical, and physical safeguards to reduce the risk of your personal information being accessed, lost, altered, or disclosed without authorization.

9. Contact for Data Deletion or Inquiries

If you wish to delete your personal data, or if you have any questions regarding this Privacy Policy, please contact:

Damman Kruger

Phone: (+267) 72 505 170

Phone: (+267) 73 505 170

Email: ventureshakawe@gmail.com

We will respond to your request within a reasonable timeframe and, where applicable, delete your data promptly.

10. Third-Party Privacy Policies

Because the processing of your reservation and payment information is performed by external service providers, we encourage you to review their privacy policies for detailed information on how they handle your data:

- **Nightsbridge** – privacy policy available [here](#).
- **Booking.com** – privacy policy available [here](#).
- **Mobipaid** – privacy policy available [here](#).

These policies govern the collection, use, and protection of your data while it is in the hands of those providers.

11. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any revisions will be posted on this page with an updated “Last updated” date. Continued use of our services after such changes constitutes acceptance of the revised policy.

Crazy Frog Investments PTY Ltd

Askiesbos Samochima Guest Camp

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