PRIVACY POLICY

Africa Calls
Website: https://africacalls.com.au/
Effective date: 27 November 2026
Last updated: 27 November 2026

1. Introduction

Welcome to Africa Calls.

At Africa Calls, we respect your privacy and are committed to protecting your personal information. We understand that planning an African adventure involves sharing personal details with us, and we take our responsibility to safeguard that information seriously.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, contact us, request a travel quotation or make arrangements for a trip.

By using our website or providing us with your personal information, you acknowledge that you have read and understood this Privacy Policy.

2. Information We Collect

When you contact Africa Calls or enquire about a holiday, we may collect personal information necessary to understand your travel requirements and assist with planning your journey.

This may include:

Personal and Contact Information

- Full name
- Email address
- Contact telephone number
- Country of residence

Travel Information

- Preferred African destinations
- Proposed travel dates and duration
- Number of adults and children travelling
- Travel preferences and interests
- Accommodation preferences
- Proposed itineraries and activities
- Your previous travel experience and expectations
- Any other information you choose to share to help us plan your holiday.

Additional Information

When arranging your travel, we may also need additional information, such as:

- Passport details and nationality
- Date of birth
- Dietary requirements

- Medical, mobility or accessibility requirements
- Emergency contact details
- Other information required by airlines, accommodation providers, tour operators or relevant travel authorities.

We only request additional information when it is reasonably necessary to facilitate your travel arrangements.

3. How We Collect Your Information

We may collect personal information through several channels, including:

- Enquiry forms completed on our website.
- Emails and telephone conversations.
- Direct communication through social media.
- Travel quotation and booking processes.
- Information supplied by you or another person travelling as part of your group.

We may also collect limited technical information when you visit our website, such as your IP address, browser type, device information and website usage activity.

4. How We Use Your Information

Africa Calls uses your personal information to provide a personalised travel-planning service and to ensure your African holiday is arranged according to your requirements.

Your information may be used to:

- Respond to enquiries and travel requests.
- Prepare personalised travel proposals and quotations.
- Design and coordinate travel itineraries.
- Arrange accommodation, transfers, tours, activities and other travel services.
- Communicate with accommodation providers, local operators and other travel suppliers.
- Confirm and manage travel bookings.
- Provide important updates before and during your travels.
- Improve our website and customer experience.
- Send occasional travel news, updates and promotional information where permitted.

We will not use your personal information for purposes unrelated to the services you have requested without an appropriate lawful basis or your consent where required.

5. Sharing Your Personal Information

Africa Calls does not sell, rent or trade your personal information to third parties.

However, to arrange your holiday and deliver the services requested, we may need to share relevant information with trusted third parties, including:

- Hotels, lodges and accommodation providers.
- Safari operators and tour companies.
- Local ground handlers and destination management companies.
- Airlines and transport providers.






- Tour guides and activity operators.
- Travel agents and other service providers involved in your itinerary.
- Website hosting, communication and technology providers.

As Africa Calls specialises in travel throughout Africa, some of these providers may be located outside Australia, including in the African countries in which your travel arrangements are made.

We only share information reasonably necessary to facilitate the services you have requested, and we take reasonable steps to ensure that your information is handled appropriately.

6. International Transfers of Information

Because Africa Calls arranges travel across multiple African destinations, your personal information may need to be transferred to service providers located outside Australia.

Depending on your itinerary, this may include accommodation establishments, safari operators, local travel coordinators and other relevant suppliers in your destination country.

We take reasonable steps to ensure that personal information shared with overseas recipients is appropriately protected, in accordance with applicable privacy requirements.

Please note that overseas service providers may be subject to different privacy laws and requirements from those applicable in Australia.

7. Website Cookies and Tracking Technologies

Our website may use cookies and similar technologies to improve your browsing experience and understand how visitors interact with our website.

Cookies are small text files stored on your device when you visit a website.

They may be used to:

- Ensure the website functions correctly.
- Remember certain website preferences.
- Understand website traffic and visitor behaviour.
- Improve website performance and functionality.
- Support website analytics and marketing activities, where applicable.

You can manage or disable cookies through your internet browser settings. Please note that disabling certain cookies may affect some website functionality.

Where required, we will seek your consent before using non-essential cookies or tracking technologies.

8. Website Security

Africa Calls takes reasonable steps to protect your personal information against unauthorised access, misuse, loss, modification or disclosure.

We use appropriate security measures to help protect information submitted through our website and other communication channels.

However, no method of transmitting information over the internet or storing information electronically can be guaranteed to be completely secure.






We encourage you to exercise care when sharing sensitive personal or travel information online.

9. How Long We Retain Your Information

We retain personal information only for as long as reasonably necessary to fulfil the purposes for which it was collected, including managing enquiries, coordinating travel arrangements and meeting applicable legal, accounting and administrative obligations.

When personal information is no longer required, we take reasonable steps to securely destroy or de-identify it, where appropriate.

10. Your Privacy Rights

Depending on the privacy laws applicable to you, you may have the right to:

- Request access to the personal information we hold about you.
- Request corrections to inaccurate or incomplete information.
- Withdraw consent for certain uses of your information.
- Opt out of receiving promotional communications.
- Raise concerns about how your personal information is being handled.

If you would like to access, update or correct your personal information, please contact us using the details provided below.

We will respond to reasonable requests in accordance with applicable privacy requirements.

11. Marketing and Communications

From time to time, Africa Calls may wish to share travel inspiration, destination information, news and special offers.

We will only send marketing communications where permitted by applicable law.

You can unsubscribe from promotional emails at any time by following the unsubscribe instructions included in the communication or by contacting us directly.

Please note that even if you opt out of marketing communications, we may still need to contact you regarding an existing enquiry, quotation or travel booking.

12. Third-Party Websites and Links

Our website may contain links to external websites, including accommodation providers, travel operators and other relevant tourism resources.

These websites operate independently of Africa Calls and may have their own privacy policies and data-handling practices.

We are not responsible for the privacy practices, content or security of third-party websites.

We encourage you to review their privacy policies before providing them with your personal information.

13. Children's Privacy

Africa Calls recognises the importance of protecting children's personal information.






When arranging family holidays, we may need to collect limited information about children travelling with their parents or legal guardians, such as names, ages and relevant travel requirements.

We ask that parents or legal guardians provide this information on behalf of children and ensure that it is necessary for the requested travel arrangements.

14. Changes to This Privacy Policy

Africa Calls reserves the right to update or amend this Privacy Policy from time to time to reflect changes in our business practices, website functionality or applicable privacy legislation.

Any updates will be published on this page, together with the revised effective date.

We encourage visitors to review this page periodically.

15. Contact Us

If you have any questions, concerns or requests regarding this Privacy Policy or the personal information we hold about you, please contact us.

Africa Calls

Email: michelle@africacalls.com.au
Telephone: +61 (0) 436 431 744
Location: Perth, Western Australia
Website: https://africacalls.com.au/

If you believe that your personal information has been handled inappropriately, please contact us so that we can investigate and address your concerns.

We are committed to treating your personal information with care and respect, just as we take pride in looking after every detail of your African travel experience.

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