



PEAKPALS

Privacy Policy

Last updated: August 2026

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1. Introduction

PeakPals ("we", "us", "our") is committed to protecting your personal information and complying with the Protection of Personal Information Act, 4 of 2013 ("POPIA").

This Privacy Policy explains how we collect, use, store, share, and protect your personal information when you use:

- The PeakPals mobile application
- The Anvie Ventures website (www.anvieventures.co.za)
- Any related services, bookings, accommodation listings, indemnity forms, or communication channels

By using PeakPals or Anvie Ventures, you agree to the terms of this Privacy Policy.

2. Information We Collect

We collect the following categories of personal information:

2.1 Information you provide directly

- Full name
- Email address
- Phone number
- Emergency contact details
- Indemnity form information, which may include health, medical, or fitness details relevant to your safety while hiking
- Booking details (dates, number of guests, accommodation selected)
- Uploaded photos
- Messages sent through the app or website

2.2 Information collected automatically

- Device information (model, OS version)
- App usage data
- IP address
- Browser type (for website users)
- Precise or approximate location data, used to display maps, hiking trail routes, and directions to accommodation
- Push notification tokens, used to send you booking, approval, and account alerts

2.3 Information from property owners

Property owners may provide:

- Property details
- Accommodation details
- Hiking details
- Pricing
- Availability

- Photos
- Property rules
- Contact details
- Address details

3. Why We Collect Your Information (Purpose of Processing)

We process your personal information for the following purposes:

- To create and manage your PeakPals account
- To process bookings and reservations
- To send booking confirmations, approvals, and other account updates
- To manage accommodation listings and availability
- To verify indemnity forms and ensure safety compliance
- To display maps, hiking routes, and directions to accommodation and trails
- To communicate with you regarding support or enquiries
- To improve app performance and user experience
- To comply with legal and regulatory requirements

4. Legal Basis for Processing (POPIA Conditions)

We process your information based on:

- Your consent (e.g., submitting a form, creating an account)
- Contractual necessity (e.g., processing bookings)
- Legitimate interest (e.g., improving app functionality)
- Legal obligation (e.g., safety records, indemnity documentation)

5. How We Store and Protect Your Information

We use secure, industry-standard systems including:

- Encrypted databases
- Secure Firestore and Firebase Storage
- Access control and role-based permissions
- Regular security audits
- HTTPS encryption on all data transfers

Only authorised PeakPals administrators and property owners (where applicable) may access relevant information, limited to what is necessary for their role.

6. Sharing Your Information

We do not sell your personal information. We may share your information with:

6.1 Property owners

To complete your booking, we share:

- Your name
- Contact details
- Booking details
- Indemnity confirmation

6.2 Service providers

Such as:

- Google Firebase (authentication, database hosting, file storage, and push notifications)
- Google Maps and Mapbox (maps, directions, and location services)
- Payment processors (if applicable)
- Email delivery services
- Analytics tools, if and when enabled

6.3 Legal requirements

We may disclose information if required by law, court order, or to protect the safety of users.

7. Your Rights Under POPIA

You have the right to:

- Access your personal information
- Correct or update your information
- Request deletion of your information
- Object to processing
- Withdraw consent
- Lodge a complaint with the Information Regulator

To request access, correction, or deletion of your personal information, email info@anvieventures.co.za with the subject line "POPIA Request". We will acknowledge your request and respond within a reasonable time, and in any event within the timeframes required by POPIA. Deletion requests will be honoured except where we are legally required to retain certain information (for example, financial or safety records).

Information Regulator (South Africa)

- Email: complaints.IR@justice.gov.za
- Website: <https://www.justice.gov.za/infoereg/>

8. Data Retention

We retain your information only as long as necessary for:

- Bookings
- Legal compliance
- Safety and indemnity records
- App functionality

You may request deletion at any time unless retention is required by law.

9. Children's Privacy

PeakPals does not knowingly collect personal information from children under 18 without parental or guardian consent.

10. Cookies and Tracking (Website Only)

Our website may use cookies for:

- Analytics
- Performance
- User preferences

You may disable cookies in your browser settings.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website and in the app.

12. Contact Us

For privacy-related questions or requests, contact:

PeakPals Privacy Officer

- Email: info@anviewventures.co.za
- Website: www.anviewventures.co.za