

# PRIVACY POLICY

Last Updated: June 2026

## 1. Introduction

Soft Landing Africa respects your privacy and is committed to protecting personal information entrusted to us.

## 2. Information We Collect

We may collect:

- Name and surname
- Email address
- Telephone number
- Country of residence
- Nationality
- Relocation requirements
- Information voluntarily provided through enquiries and consultations

## 3. How We Collect Information

Information may be collected when:

- You contact us by email
- You submit a website enquiry
- You book a consultation
- You request information
- You engage our services
- You subscribe to marketing communications

## 4. Purpose of Processing

Information may be used to:

- Respond to enquiries
- Provide relocation services
- Arrange consultations
- Prepare quotations
- Deliver agreed services
- Refer clients to requested service providers
- Improve our services
- Maintain client records

## **5. Information Sharing**

We do not sell personal information.

Information may be shared with trusted third-party providers where necessary to provide requested services, including attorneys, immigration specialists, accountants, estate agents, insurers, educational institutions and healthcare providers.

## **6. International Data Transfers**

As Soft Landing Africa operates across Namibia, South Africa and Eswatini, information may be transferred between these countries where reasonably necessary for service delivery.

## **7. Data Security**

Reasonable administrative and technical safeguards are used to protect personal information from unauthorised access, loss, misuse or disclosure.

## **8. Data Retention**

Information will only be retained for as long as reasonably necessary to provide services, comply with legal obligations and maintain business records.

## **9. Cookies**

Our website may use cookies to improve functionality, analyse website performance and enhance user experience.

Users may disable cookies through browser settings.

## **10. Analytics and Advertising**

We may use:

- Google Analytics
- Meta Pixel (Facebook Pixel)
- Google Ads
- Similar technologies

These tools may collect website usage data, browser information, device information and visitor behaviour information.

This information is used to improve website performance and marketing effectiveness.

## **11. Marketing Communications**

Users may unsubscribe from newsletters or marketing communications at any time.

## **12. External Links**

Our website may contain links to third-party websites. Soft Landing Africa is not responsible for the privacy practices of external websites.

## **13. Your Rights**

Subject to applicable laws, you may request:

- Access to your information
- Correction of inaccurate information
- Deletion of information where applicable
- Withdrawal of consent where applicable

## **14. Contact**

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