

SynKafrika — Privacy Policy

Effective: 1 October 2026

Last updated: 1 October 2026

1. Who we are

SynKafrika is a trading name of **SynKKafrika Inc.**, a Delaware corporation (file number 10376733), Brockton, Massachusetts, United States. **SynKKafrika Inc. is the data controller** for the information described in this policy.

Local services in Nigeria are delivered on our behalf by our affiliate **SYNKKAFRICA GLOBAL LIMITED** (RC 8708738), 1 Admiralty Road, Lekki, Lagos, Nigeria, which acts as our **data processor** under a written agreement.

Privacy contact: privacy@synkafrika.com

2. The short version

- We collect the minimum we need to book your travel, and nothing more
 - **We do not collect or store your passport number.** You bring your passport to the airport
 - Booking travel means sharing your details with airlines and local partners — there is no way around this
 - **We do not sell your personal information**
 - We only send marketing if you opt in
 - You can ask for a copy of your data, or ask us to delete it
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3. What we collect

3.1 You give us

Account	Name, email, phone number, password
Booking	Traveller names, dates of birth, gender, nationality
Travel documents	We do not collect or store passport numbers. Where an airline requires advance passenger information for a specific route, we collect it for that booking only and pass it directly to the airline without retaining it
Payment	Card details and billing address — see 3.4
Preferences	Seat and meal preferences, accessibility needs, special requests
Communications	Messages, support requests, complaints
Reviews	Content you post

Sensitive information. If you tell us about a medical condition, mobility need, or dietary requirement so we can arrange your trip properly, we treat that as sensitive and use it only for that purpose. You do not have to give it to us.

3.2 We collect automatically

IP address, device type, browser, operating system, pages visited, searches run, approximate location derived from IP address, and cookies. See our **Cookie Policy**.

3.3 We receive from others

Booking confirmations, ticket numbers and schedule changes from airlines and partners; payment confirmations and fraud signals from our payment providers; and information from anyone who books on your behalf.

3.4 Card details

We do not store your full card number. Payments are processed by our payment providers under PCI DSS standards. We see only the last four digits, the card type, and whether the payment succeeded.

4. Why we use it, and our legal basis

What we do	Why	Legal basis (UK/EU)
Take and fulfil your booking	To provide what you paid for	Performance of a contract
Share details with airlines and partners	They cannot deliver without it	Performance of a contract
Process payments and prevent fraud	To take payment safely	Contract / legitimate interests
Send confirmations and travel updates	You need them	Performance of a contract
Provide customer support	To help you	Contract / legitimate interests
Handle complaints, refunds and disputes	To resolve issues and defend claims	Legitimate interests / legal obligation
Comply with travel, tax and anti-money-laundering law	We have to	Legal obligation
Improve the platform	To make the service better	Legitimate interests
Send marketing	To tell you about relevant travel	Consent
Arrange accessibility or dietary needs	To deliver your trip properly	Explicit consent

5. Who we share it with

Travel suppliers

- **Airlines** — passenger names, dates of birth and contact details, required to issue tickets. Where a route requires advance passenger information, travel document details are passed directly to the airline at the point of booking and are not retained by us
- **Local partners** — accommodation, car rental, boat and experience operators receive the lead traveller's name, contact number, party size and any relevant requirements. **They do not receive your payment details**

Service providers

Provider	Purpose
Duffel	Flight search, booking and ticketing. Our licensed booking partner
Stripe	International card payments and fraud screening
Paystack	Nigerian payments and partner settlement
Vercel	Website hosting
SendGrid	Booking and service emails

Our affiliate

SYNKKAFRICA GLOBAL LIMITED (Nigeria) processes booking data on our behalf to deliver local services, under a written data processing agreement.

Authorities

Airlines are required to pass passenger data to border agencies and immigration authorities in the countries you travel to and from. This is a legal requirement of international travel and is outside our control.

Also

Professional advisers, and any successor if the business is sold. Where required by law, court order, or to protect the safety of any person.

We do not sell your personal information, and we do not share it with third parties for their own marketing.

6. International transfers

Your information moves between countries — unavoidable in international travel. Data may be transferred to and processed in the **United States**, **Nigeria**, the **United Kingdom**, the **European Union**, and any country you are travelling to or from.

Where we transfer personal data from the UK or EU to a country without an adequacy decision, we rely on **Standard Contractual Clauses** or the **UK International Data Transfer Addendum**, together with appropriate safeguards. You can ask us for details.

7. How long we keep it

Account information	While your account is active, then 24 months
Booking records	7 years — required for tax and accounting
Passport and travel document details	Not retained. Where advance passenger information is required, it is passed directly to the airline and not stored by us
Payment records	7 years, as required by law

Support messages	3 years
Marketing preferences	Until you withdraw consent
Reviews	Until you ask us to remove them
Cookie consent record	12 months

8. How we protect it

- Encryption in transit and at rest
- Access limited to staff who need it to do their job
- Additional access controls on payment data
- Regular review of our providers' security
- Written procedures for handling a data breach

No system is completely secure. **If you think your account has been accessed by someone else, contact us immediately.**

9. Your rights

Depending on where you live, you may have the right to **access, correct, delete, restrict, object** (including to marketing at any time), **port** your data, and **withdraw consent**.

To exercise any of these, email privacy@synkafrica.com. We respond within **30 days** and will not charge you.

We may not be able to delete information we need to keep for tax or legal reasons, or to complete a booking you have already made.

9.1 UK and EU

You can complain to your national data protection authority. In the UK that is the Information Commissioner's Office (ico.org.uk).

9.2 California

You have rights under the CCPA/CPRA to know what we collect, to delete it, to correct it, and to opt out of sale or sharing. **We do not sell or share personal information as those terms are defined.** We will not discriminate against you for exercising these rights.

9.3 Nigeria

You have rights under the Nigeria Data Protection Act 2023 and may complain to the Nigeria Data Protection Commission.

10. Cookies

We use cookies to keep you signed in, remember your preferences, and understand how the site is used. See our **Cookie Policy** for detail and to manage your choices.

11. Children

Our services are not for children under 18 and we do not knowingly collect information from children directly.

We do collect details of children **travelling as part of a booking** — names and dates of birth — provided by the adult making the booking. That adult is responsible for having authority to provide them.

If you believe a child has given us information directly, contact us and we will delete it.

12. Other websites

Our site links to airlines, partners and other services. Their privacy practices are their own. Read their policies before giving them information.

13. Changes

We may update this policy. Where we make a significant change we will tell you by email or a notice on the site. The date at the top shows the current version.

14. Contact

privacy@synkafrica.com

SynKafrica

SynKKafrica Inc.

Brockton, Massachusetts, United States