Privacy Policy

Effective date: 28 October 2026

1. Who is responsible for your information

Future Leaders of the World (Pty) Ltd, Registration No. K2017/288693/07, trading as innerflow, is the responsible party/data controller for personal information processed through the innerflow website, enquiries, bookings, payments and participant administration. Contact: info@innerflow.co.za or +27 72 063 3610. Contact/postal address: Suite 931, Private Bag X153, Bryanston, Johannesburg, 2021, South Africa. Physical and legal-service address: 346 Chestnut Crescent, Blair Atholl Estate, Lanseria, Gauteng, 1748, South Africa. Information Officer: Anita Craig | info@innerflow.co.za.

2. Scope

This Notice applies to website visitors, enquirers, newsletter subscribers, customers and participants in innerflow journeys, retreats, events and related services. A product-specific privacy notice or consent may apply where a confirmed journey, retreat or event requires additional personal information.

3. Information we collect

Depending on your interaction, we may collect identity and contact details; country of residence; enquiry details, travel interests and preferred timing; account, order, invoice and payment-status information where booking or payment is available; accommodation, dietary, allergy, health, mobility or accessibility information where relevant to a confirmed experience; emergency-contact information where required; communication, support and consent records; and technical data such as IP address, browser, device, cookies and security logs. We do not need your full card details where payment is handled by an authorised payment provider.

4. Why and on what basis we process information

We process information to respond to enquiries; prepare tailored proposals; create and administer confirmed bookings; receive and reconcile payment; issue tax invoices; arrange accommodation, transport, catering, retreat and other agreed travel services; communicate practical information; provide appropriate participant support; keep legal, tax and audit records; secure and improve the website; establish or defend legal claims; and send marketing only where permitted. The legal basis may be performance of a contract, steps requested before a contract, legal obligation, legitimate interests, protection of vital interests, or consent where consent is required.

5. Special personal information

Health, accessibility, allergy and dietary information may constitute special personal information under POPIA and/or special-category data under GDPR. We collect it only where relevant to a confirmed experience, restrict access and rely on explicit consent or another lawful basis where required. Images and testimonials are used publicly only where an appropriate lawful basis or permission applies.

6. When we share information

We may share only the information reasonably necessary with authorised hosting, e-commerce, security, payment, invoicing, email and communications providers; accommodation, transport,

catering, retreat, activity and other travel providers involved in a confirmed service; insurers and emergency providers where relevant; and professional advisers, auditors, regulators or law-enforcement bodies where lawful. We may use authorised email and communications providers to send enquiry, booking, payment and essential journey communications. General marketing is separate and optional. We do not sell personal information.

7. Cross-border processing

International travel and cloud services may require information to be processed outside South Africa or the participant's country. Where required, we use contracts, adequacy decisions, standard contractual safeguards, consent or another lawful transfer mechanism. A destination may have different data-protection laws. We will disclose material cross-border recipients or categories where required.

8. Cookies and online tracking

We use necessary cookies for website security, session management, privacy choices and, where enabled, cart, checkout and account functions. Functional, analytics and marketing technologies are used only in accordance with the Cookie Policy and consent manager. You may reject non-essential cookies or change your preferences at any time.

9. Security

We use reasonable technical and organisational safeguards, including controlled administrator access, role-based permissions, secure transmission, backups, audit records and service-provider controls. No system is completely risk free. Where a security compromise occurs, we will investigate and notify the Information Regulator and affected people as required by law.

10. Retention

We retain information only for as long as needed for the purposes described, contractual administration, tax and accounting obligations, dispute periods, safety records and legal requirements. Booking, invoice and accounting records may be retained for the applicable statutory period. Health, accessibility and other sensitive operational information is deleted, de-identified or securely restricted when no longer required for the relevant experience, claims or law. Consent records are retained so that we can demonstrate the choice made and any withdrawal.

11. Your rights

Subject to applicable law, you may request access, correction, deletion or restriction; object to certain processing; withdraw consent for future processing; ask for information about recipients and safeguards; and lodge a complaint. A request may require identity verification. Withdrawing optional consent does not affect earlier lawful processing.

12. Marketing choices

Marketing consent is optional and unticked by default. You may unsubscribe through the email link or contact info@innerflow.co.za. Transactional booking, payment, safety and service messages may still be sent while needed to perform or administer the contract.

13. Children

The website and enquiry process are intended for adults. Any booking involving a person under 18 requires prior written approval, verified parent or guardian authority and a separate assessment of the information and safeguarding requirements relevant to that experience.

14. Complaints

Please contact info@innerflow.co.za first so that we can address the concern. You may also complain to the Information Regulator of South Africa through its official eServices complaints portal at https://inforegulator.org.za/complaints/. An EEA/UK resident may also contact the competent supervisory authority where applicable.

15. Changes

We may update this Notice when processing, suppliers, technology or law changes. The effective date will be shown. Material changes affecting an existing booking will be communicated where required.