

Raiwasa Privacy Policy

How we Use Your Information

At Raiwasa ("Hotel"), the privacy and confidentiality of user information is of utmost importance to us. We are committed to maintaining the privacy and security of your user information. We may update this policy from time to time, so please check here frequently. Hotel will not disclose identifiable user information to any third party without your consent.

Raiwasa is committed to safeguarding your privacy while visiting the Hotel website, namely, www.raiwasa.com (hereinafter all identified URLs are collectively referred to as the "Site"). Our goal is to provide you with an Internet experience that delivers the information, resources, and services that are most relevant to you. To achieve this goal, part of the operation of the Site includes the gathering of certain types of information about Site users.

Because we understand that your privacy is important, we wish to explain the types of information we gather and the way in which we use it. This Privacy Policy applies to the Site.

This Privacy Policy covers two types of information gathered at the Site, personal and aggregated. The term "personal information" refers to data you voluntarily provide in connection with the use of the Site that identifies you and/or the company on whose behalf you are accessing and using the Site. Personal information includes, for example, data submitted in connection with our services, such as your name, e-mail address, phone number, company affiliation, physical address, and/or certain other personal information. The term "aggregated data" refers to general information regarding visitors and users of the Site that relates to the use of the Site, such as traffic patterns, the number of visits to certain pages, visits from other websites or to third-party websites linked to the Site, use of particular services and interest in services, information, or features of the Site or other parties made available through or found at the Site.

What information is collected about you? How is it used?

We take the utmost care to ensure that the personal information we obtain from you is not used in a way that you may be unaware of or not agreeable to. You may wish to submit an information request about our Hotel, participate in one of our promotions, or subscribe to our e-mail or postal mail lists. In response, we may ask for information such as your name and postal address. In the event you opt to provide us with this information, we will only use it for the purpose specified by you at the bottom of the information gathering form.

Information collected on the Site may be used to:

- Register you as a Hotel guest
- Plan and purchase hotel accommodations
- Enter your email in our promotions, sweepstakes, or newsletter list
- Send marketing communications or surveys to you
- Respond to your questions or suggestions
- Improve the quality of your visit to our site

All forms will provide an opt-out button to allow you to choose not to participate in Hotel lists and future online marketing. In deciding whether or not to join such lists, please note that they are only used for Hotel purposes or in joint promotions with a Hotel partner. We do not sell, rent, or share any of your personal information with any other party, including any third-party joint promoters, nor use it for



unapproved commercial purposes. You may request to be removed from our lists at any time. All emails distributed to our lists will contain easy, online access to unsubscribe.

Permission for Use

By using the Hotel's website (the "Site") and submitting personal information, you give your consent and permission for the Hotel to collect and use that information in a manner consistent with the uses stated in the Privacy Policy. The intended use of the information you submit will be apparent in the context or stated on the Site. Unless you state otherwise at the time of submitting personal information, the Hotel will presume your consent for any use consistent with the Privacy Policy. Please refrain from requesting communications on behalf of unauthorized individuals or companies.

Secure Reservations

If you choose to make an online reservation on the Site, you will be directed to a reservation interface and a third-party booking engine ("Booking Engine"). Although it appears as part of our site, the Booking Engine is provided by a third party and is subject to its own privacy practices. We have selected the Booking Engine Vendor with care, keeping security as a top priority for online consumers.

Protecting Your Information

The Hotel is committed to protecting the information it collects to ensure the confidence of its Site visitors. A security program has been implemented to safeguard the information stored in our systems from unauthorized access.

The Site is hosted in a secure environment, with servers/systems configured with data encryption or scrambling technologies and industry-standard firewalls. When you enter personal information during the reservation or customer email sign-up process, Secure Socket Layer (SSL) technology is employed to ensure safe transmission of your data.

Withdrawing Consent to Use

If you have previously granted permission for the Hotel to use your personal information but wish to revoke that consent or no longer wish to be contacted by the Hotel, simply inform us by sending an email or clicking on the "Unsubscribe" button in our email communication.

Use of Aggregated Data

The Hotel is interested in improving the Site and may introduce new features and services. Aggregated data about Site usage is monitored for marketing purposes and to study, enhance, and promote the Site's usage. Aggregated data may be shared with third parties in an anonymous and collective manner. Such data does not disclose personal information that can identify individual Site users or their contact details.

Exceptions to the Privacy Policy

The Hotel has two exceptions to the limits on the use of personal information:

- Disclosure may occur when Hotel believes in good faith that it is necessary to protect the security, property, assets, and/or rights of the Hotel from unauthorized use or misuse of the Site or its contents.
- Information may be disclosed when required by law, but only to the extent necessary to maintain individual privacy.

Use of Cookies

To enable certain features on the Site, the Hotel may assign one or more "cookies" to your Internet browser. Cookies facilitate navigation, retain information to avoid repeated entry, and provide customized content. A cookie is a small text file containing a unique identification number that is sent by a web server



to your browser and stored on your computer's hard drive. It allows the web server to recognize if you have previously visited the web page. Cookies alone cannot be used to determine a user's identity.

Cookies are used to collect and maintain aggregated data, such as the number of visitors, to enhance and update the content on the Site. When browsing the Site, you may provide non-personal identity information, such as the type of guest room you are exploring. This aggregated data is used solely as explained in the Privacy Policy and is not linked to any identifying information.

You may occasionally receive cookies from unaffiliated companies or organizations associated with the Site. These third-party cookies may collect information when you interact with their content or links. Such collection is a standard practice on the Internet. As the Hotel cannot control the collection of information by these third parties, and such cookies are not governed by this Privacy Policy.

Children's Privacy & Parental Consent

The Site is not designed for or intended to be used by individuals under the age of 18. Hotel explicitly requests that persons under 18 refrain from using the Site or submitting personal information. If personal information is inadvertently obtained from users under 18, Hotel will not knowingly disclose this data to any third party or use it for any purpose. Any disclosure will be due to the user under 18 using the Site and submitting personal information without solicitation or permission from Hotel.

Links to Other Sites

The Hotel may provide links to other websites that offer useful information and services. However, these sites may have different privacy policies from the Hotel's. The Hotel is not responsible for the privacy policies or actions of any third parties, including website owners linked through the Site. Prior to submitting any personal or sensitive information, it is advisable to contact the relevant parties or review their online policies.

Your Consent to This Privacy Policy

By using the Site, you consent to this Privacy Policy, including the collection and use of information by the Hotel as described. This also indicates your agreement to the terms of use for the Site. Continued access and usage of the Site without accepting the terms of this Privacy Policy release the Hotel from responsibility to the user.

Policy Modifications & Contacting the Hotel

The Hotel reserves the right to change this Privacy Policy at any time, with notice of changes published on this page. Changes will be prospective and not retroactive. If you have any questions about our policies, please contact us at: info@raiwasa.com.