

Privacy Policy

Kanchan Kanya Hill Resort

1. Introduction

Welcome to *Kanchan Kanya Hill Resort*. We are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you visit our resort, website, or use our services.

2. Information We Collect

We may collect the following types of information:

a. Personal Information

- Full name
- Contact details (phone number, email address, postal address)
- Government-issued ID (for check-in and legal compliance)
- Payment details (credit/debit card information, billing details)

b. Non-Personal Information

- Browser type and device information
- IP address
- Website usage data (cookies, analytics)

c. Booking Information

- Reservation details
- Special requests or preferences
- Stay history

3. How We Use Your Information

We use your information for the following purposes:

- To process reservations and provide hospitality services
- To verify identity during check-in/check-out
- To communicate booking confirmations and updates
- To improve our services and customer experience
- To comply with legal and regulatory requirements
- To send promotional offers (only with your consent)

4. Sharing of Information

We do **not sell or rent** your personal information. However, we may share your data with:

- Payment processing partners
- Government authorities (as required by law)
- Service providers assisting in operations (e.g., IT, booking platforms)

All third parties are required to maintain the confidentiality of your information.

5. Data Security

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, misuse, or disclosure. However, no system is completely secure, and we cannot guarantee absolute security.

6. Cookies and Tracking Technologies

Our website may use cookies to enhance user experience. You can choose to disable cookies through your browser settings, though this may affect functionality.

7. Your Rights

You have the right to:

- Access your personal data
- Request correction of inaccurate information
- Request deletion of your data (subject to legal requirements)
- Withdraw consent for marketing communications

To exercise these rights, please contact us using the details below.

8. Data Retention

We retain your information only for as long as necessary to fulfill the purposes outlined in this policy or to comply with legal obligations.

9. Third-Party Links

Our website may contain links to external websites. We are not responsible for the privacy practices of those websites.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with the updated effective date.

By: B.D. Eco Tourism Cottage