



## Tranquility Cottage Resort

### PRIVACY POLICY

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- Transcend Ticlo Enterprises hereinafter TTE strives to provide our guests outstanding service and experience while making the stay at Tranquility Cottage Resort a memorable one. We value your business and your faith in us and assure of the best service at all times.
- We recognize that privacy is important to our guests, and hence TTE's Privacy Policy explains our practices regarding personal information we collect when you visit our resort, restaurants, bars, our website, or when you fill up a form for making a booking or reservation. This privacy policy applies to the Site and all products and services offered by Tranquility Cottage Resort and /or TTE and its associates.
- We request you to carefully read this Privacy Policy and Terms and Conditions before sharing personal information with us.
- By visiting our websites, we assume, your acceptance of the practices described in this Privacy Policy document.
- We do not knowingly collect personal information from individuals under 18 years of age. As a parent or legal guardian, please do not to allow your children to access this website and/or submit personal information without your permission.

### PERSONAL INFORMATION COLLECTED BY TTE

- There are a number of situations in which your personal information may be gathered by TTE to serve you better.
- The following personal information including, but not limited to: your name and contact information; date of birth; your job designation and business address; spouse name, anniversary, credit card details; your dates of arrival and departure from our resort, your preferences when you stay at Tranquility Cottage Resort, your transaction history at TTE; offers you have availed of from third party marketers in response to communication from TTE. We may also record details on guests who have stayed or dined with you at Tranquility Cottage Resort, including their names and contact details.
- Besides the above, we may also collect the following:
  - User name and password selected by you when you register at our website or become a member of our loyalty programmes at our website.
  - Your arrival and departure dates, number of guests in the group, details of guest rooms and tariff details if you choose to reserve a room online.
  - Your questions or comments.

### PURPOSE OF COLLECTION OF PERSONAL INFORMATION BY TTE

- Your privacy is of utmost importance to us and we take it very seriously.
- We will use your personal information to:
  - Improve our offerings and your experience on our website or at the Resort.
  - Provide you with the services you request from TTE
  - Help you make room reservations



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- Provide you with information about the Resort
- Send you offers and special promotional material by email, direct mail and phone
- Conduct surveys from time to time.
- Make you offers sourced from third parties, per your stated preferences or usage pattern exhibited at Tranquility Cottage Resort.

### **TRANSFERRING YOUR PERSONAL INFORMATION:**

- We do not sell or rent your contact information to other marketers.
- We use the services of third party service providers to provide certain products and services like credit card billing, reservations services, call centre services, mass mailings, for which it is necessary to provide personal information.
- These parties are contractually prohibited from using the personal information for any purpose other than those specified by TTE.
- TTE uses the maximum care as is possible to ensure that all or any data / information in respect of electronic transfer of money does not fall in the wrong hands.
- For completing online transactions involving payments a user is directed to a Payment Gateway, TTE does not store or keep credit card data.
- Since the transaction happens on a third-party network not controlled by TTE, once a credit card transaction has been completed, the payment information is not accessible to anyone at TTE after completion of the on-line transaction at the Payment Gateway, this ensures the maximum security.
- We may provide information that is non-personal, to certain service providers for their use on an aggregated basis for the purpose of performing their contractual obligations to us.
- TTE expressly prohibits the sale or transfer of any information to any party outside of TTE by such service providers.
- From time to time TTE may partner with other companies to provide co-sponsored or co-branded promotions, products and services and may share your information with our co-sponsor. If you join any of these promotions, we may share your information with our co-sponsor or the third-party sponsor.
- TTE with or without prior notice to you, may have to share your information in order to comply with applicable laws or respond to governmental inquiries or requests from public authorities or to comply with valid legal process, to protect the rights, privacy, safety or property of TTE, its guests, employees or the public or to permit us to pursue available remedies or limit the damages that we may sustain or to respond to an emergency.
- If you use a corporate credit card, your billing information may be shared with your employer.
- We may transfer your personal information to servers located outside the country in which you live or to affiliates or other trusted third parties based in other countries so that they may process personal information on our behalf.



## **Tranquility Cottage Resort**

- By using this website or otherwise providing TTE with personal information, you agree to us doing so in accordance with the terms of this Privacy Policy and applicable data protection laws and regulations.

### **NON-PERSONAL OR ANONYMOUS INFORMATION COLLECTED BY IHCL**

- Information that does not personally identify you is referred to as non-personal or anonymous information.
- When you visit and interact with the website [www.tranquility.co.in](http://www.tranquility.co.in) or third parties with whom TTE has contracted to provide services, non-personal information, like, list of website pages visited by you, could be collected.
- Technology like cookies could be used to help you deliver content per your preference, to help you process your booking or reservations or other requests. While this cannot be used to disclose your identity, this information will identify your browser to our servers when you visit our site. You can delete / remove the cookies from your computer using your browser at any point of time.
- We also may Non-personal information like the domain name, the areas of the site you visit, your operating system, your browser version, and the URL you visited from, which can be used to enhance your online experience by understanding your web usage patterns.
- We may use or disclose non-personal information for any purpose from time to time since this does not personally identify you.
- In instances where we combine non-personal information with personal information, the combined information will be treated by us as personal information as per this Privacy Policy.

### **LINKS TO WEBSITES OF THIRD PARTY MARKETERS**

- From time to time, we may allow third party advertisers advertise on our websites. These third-party advertisers may use technologies like cookies, pixel tags to track which ads your browser has seen and which site pages you may have visited.
- TTE has no control over the use of this technology or the resulting information and is not responsible for any actions or policies of such third parties.
- If at some point in the future our websites contain links to third parties' websites, please note, that we will not be responsible for the collection, use, maintenance, sharing, or disclosure of data and information by such third parties.
- For information provided by you on third party sites, the privacy policy and terms of service on those sites will be applicable and we strongly advise you to read the privacy policies of websites that you visit before submitting personal information.

### **PROTECTION OF YOUR PERSONAL INFORMATION**

- TTE takes, and requires any third party to take, reasonable precautions, including administrative, technical and physical measures to safeguard your personal information against loss, theft, misuse, as well as unauthorized access, disclosure, alteration or destruction. Access to your personal



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information is restricted to prevent unauthorised access, modification or misuse and such access is only granted to our employees and agents on a need-to-know basis. However, unfortunately no security system or system of transmitting data over the Internet can be guaranteed to be entirely secure.

- You can help us by also taking precautions to protect your personal data when you are on the Internet.
- For your own privacy protection, we advise you not to include sensitive personal information in any emails you may send to us.
- Please do not send credit card numbers or any sensitive personal information to us via email.

### **POLICY MODIFICATIONS**

- TTE may update its privacy policy from time to time, without prior notice, and post it on the website.

### **PRIVACY ISSUES AND WHOM TO CONTACT**

- If you have any questions, comments or concerns about this Privacy Policy or about how we handle your personal information, please get in touch with us at [acctranquility@gmail.com](mailto:acctranquility@gmail.com).