

Privacy Policy – Qotel Stays

1. Introduction

This Privacy Policy governs the collection, use, and disclosure of personal information by **Qotel Stays** (“we”, “our”, or “us”) through our website (**qotelstays.com**), mobile applications, booking engines, and any other services we provide (collectively the “Services”). We are committed to protecting the privacy of our guests, partner properties, and website users.

2. Who We Are

Qotel Stays is a hospitality platform dedicated to providing seamless stay experiences and booking management. By using our Services, you accept the practices described in this policy.

3. What Information We Collect

We may collect and process the following categories of data:

- **Identity & Contact Data:** Name, email address, phone number, and government-issued ID details (where required for check-in).
- **Booking Data:** Reservation details, stay history, and special requests.
- **Technical Data:** IP address, browser type, device information, and usage patterns.
- **Payment Data:** Transaction history and masked payment details (processed securely via our payment partners).
- **Customer Service Data:** Records of communications and feedback provided to our support teams.

4. How We Collect Your Information

- **Direct Interaction:** When you make a booking, create an account, or subscribe to our newsletters.
- **Automated Technologies:** Via cookies and similar tracking technologies as you navigate our site.
- **Third-Party Sources:** From online travel agents (OTAs), social media platforms, or our partner hotel properties.

5. Use of Your Information

Your data is used to:

- Facilitate and confirm hotel reservations.
- Personalize your user experience and provide tailored stay recommendations.
- Improve our website functionality and service offerings.
- Communicate booking updates, promotional offers, and security alerts.
- Comply with legal, regulatory, and tax obligations.

6. Disclosure of Your Information

We may share your data with:

- **Partner Hotels:** To fulfill your specific reservation and stay requirements.
- **Service Providers:** Payment gateways, IT hosting services, and marketing analytics tools.
- **Legal Authorities:** When required by law or to protect the rights and safety of Qotel Stays or our users.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets.

7. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements. After this period, data is securely deleted or anonymized.

8. Cookies and Tracking

We use cookies to enhance user experience, analyze site traffic, and serve relevant advertisements. You can manage your cookie preferences through your individual browser settings; however, disabling cookies may affect the functionality of certain parts of our Services.

9. Your Rights

Depending on your jurisdiction, you may have the right to:

- Request access to the personal data we hold about you.
- Request correction of inaccurate or incomplete data.
- Request erasure of your data (the "right to be forgotten").
- Object to or restrict the processing of your data.
- Withdraw consent for marketing communications at any time.

10. Security of Your Data

We implement robust technical and organizational security measures to protect your data against unauthorized access, loss, or alteration. While we strive to use commercially acceptable means to protect your personal information, no method of transmission over the internet is 100% secure.

11. Children's Privacy

Our Services are not intended for individuals under the age of 18. We do not knowingly collect personal data from minors. If we become aware that a minor has provided us with personal data, we will take steps to delete it immediately.

12. Changes to This Policy

We may update this Privacy Policy periodically to reflect changes in our practices or for legal reasons. The "Effective Date" at the top of this page indicates when the latest version was published.

13. Contact Us

For questions or concerns regarding this Privacy Policy or your data, please contact us at:

- **Email:** info@qotelstays.com
- **Website:** www.qotelstays.com