



<https://www.anahitasundarbans.com>

Privacy Policy

I. Introduction

We, at Anahita The River Retreat, are committed to protecting the privacy and security of the personal information we collect and use in connection with our guests and staff. This Privacy Policy outlines our practices concerning data collection, use, and protection to ensure transparency and trust, adhering to applicable privacy laws and regulations.

II. Information Collection

A. Types of Information Collected: We collect personal data necessary to fulfill our services, including names, contact details, identification numbers, and payment information, which are essential for processing reservations and providing guest services.

B. Methods of Collection: Personal data is collected through various means such as online bookings, during check-in, interactions with our staff, and through the use of our website and its functionalities.

C. Sensitive Information: We may collect sensitive data when necessary, such as health-related information for accommodating specific needs or preferences during a guest's stay. This collection is always done with explicit consent and handled with additional care.

D. Children's Information: We do not knowingly collect information from children under the age of 16 without the consent of a parent or guardian. Our services are not directed to minors, and we ensure that we do not tailor any part of our services towards underage individuals.

III. Use of Information

A. Processing Reservations: The information collected is primarily used for processing bookings and transactions, including payment processing and reservation management.

B. Service Improvement: We analyze the information to improve our services and to enhance guest satisfaction, including through personalized services and tailoring our offerings to meet guest preferences.

C. Marketing Communications: With the consent of our guests, we may use their information to send promotional materials and offers related to our services. Guests can opt-out of receiving such communications at any time.

D. Legal Obligations: We use collected information to comply with legal and regulatory obligations, such as maintaining financial records, complying with lawful requests by public authorities, and ensuring the safety and security of our guests and staff.

IV. Information Sharing and Disclosure

A. Service Providers: We share information with third-party service providers who perform services on our behalf, such as IT and web hosting, payment processing, and marketing. These providers are contractually bound to protect the data and use it only for the services required.

B. Legal Requirements: We may disclose information if required by law, such as to comply with a subpoena or other legal process.

C. Business Transfers: In the event of a merger, acquisition, or sale of assets, we may transfer information as part of the transaction subject to confidentiality commitments.

D. Consent-Based Sharing: We share information with third parties for other purposes with guest or employee consent, ensuring transparency and control over personal data.

V. Data Security

A. Security Measures: We implement robust technical and organizational measures to protect personal data against unauthorized access, alteration, disclosure, or destruction. These include encryption, firewalls, and access controls.

B. Employee Training: All employees receive training on the importance of data privacy and how to handle personal information securely.

C. Data Breach Procedures: We have procedures in place to deal with data breaches, including notifying affected individuals and regulators when legally required to do so.

D. Ongoing Review and Audits: We regularly review and audit our security practices to ensure they meet the highest standards and adjust them as needed to address new security challenges.

VI. Data Retention

A. Retention Period: We retain personal information only as long as necessary to fulfill the purposes for which it was collected, including for the duration of any contractual relationship and as required by applicable legal or regulatory obligations.

B. Criteria for Retention: The retention period for personal data depends on the type of data, the purpose for which it is processed, and applicable legal or regulatory retention requirements.

C. Review of Data: We regularly review our data retention policies to ensure they comply with our business needs and legal obligations.

D. Secure Deletion: Once the retention period expires, personal information is securely deleted or anonymized, so it can no longer be associated with an individual.

VII. Rights of Data Subjects

A. Access to Information: Individuals have the right to request access to their personal data that we hold, and to receive an explanation of how it is used.

B. Data Correction: Individuals may request that incorrect or incomplete data we hold about them be corrected.

C. Data Erasure: Under certain conditions, individuals have the right to request the deletion of their personal data from our records.

D. Restriction of Processing and Portability: Individuals have the right to request a restriction on the processing of their data and to obtain a copy of their data in a portable format.

VIII. Cookies and Tracking Technologies

A. Use of Cookies: We use cookies and similar tracking technologies on our website to enhance user experience, analyze trends, administer the website, and track users' movements around the site.

B. Types of Cookies: We use both session cookies, which expire when you close your browser, and persistent cookies, which remain on your device for a pre-specified period.

C. Control of Cookies: Users can control the use of cookies at the individual browser level. If you reject cookies, you may still use our site, but your ability to use some features or areas may be limited.

D. Third-Party Tracking: We may also permit third-party service providers to use cookies or similar technologies to provide us with analytics services and to serve ads on our behalf across the internet.

IX. International Data Transfers

A. Transfer Mechanisms: When transferring personal data internationally, we use approved transfer mechanisms that ensure adequate protection of data as required by applicable data protection laws.

B. Safeguards: We implement appropriate safeguards to protect personal data when it is transferred internationally, including standard contractual clauses and other legal instruments.

C. Third Countries: Data is only transferred to countries that provide an adequate level of data protection or where we have confirmed adequate safeguards are in place.

D. Information on Transfers: Individuals can obtain more information about the international transfer of their data and the protections in place by contacting us directly.

X. Policy Changes

We reserve the right to update or modify this Privacy Policy at any time to reflect changes in our practices or service offerings. When we make changes to the policy, we will revise the "effective date" at the top of this document and take appropriate measures to inform you, consistent with the significance of the changes we make. We encourage you to periodically review this page for the latest information on our privacy practices.