SolidStays Privacy Policy

Welcome to SolidStays! This Privacy Policy explains how SolidStays ("we," "us," or "our") collects, uses, discloses, and protects your information when you use our website and services to book paying guest (PG) accommodations. Your privacy is important to us, and we are committed to protecting your personal data.

By accessing or using our website and services, you agree to the collection and use of your information in accordance with this Privacy Policy. Please read it carefully.

1. Information We Collect

We collect various types of information to provide and improve our services to you.

- 1.1. Personal Information:
    - Contact Details: Name, email address, phone number, and mailing address.
    - Identity Information: When required for booking or by Hosts, we may collect government-issued ID details.
    - Account Information: Username and password.
    - Payment Information: Details required to process payments, such as credit/debit card numbers or other payment method details (though processed securely by third-party processors, we may store a tokenized version for future transactions).
- 1.2. Booking Information:
    - Details of your PG accommodation bookings, including property name, dates of stay, number of guests, and any specific preferences or requests.
- 1.3. Usage Data:
    - Device Information: IP address, browser type, operating system, and unique device identifiers.
    - Website Activity: Pages visited, time spent on pages, links clicked, and search queries.
    - Referral Information: The website or search engine that led you to our site.
- 1.4. Information from Third Parties:
    - We may receive information about you from third-party services, such as social media platforms if you choose to link your accounts, or from analytics providers who help us understand user behavior.

2. How We Use Your Information

We use the information we collect for various purposes, primarily to provide, maintain, and improve our services, and to communicate with you.

- 2.1. To Provide Services:
    - To facilitate your booking of PG accommodations and manage your reservations.
    - To create and manage your user account.
    - To process payments and refunds as per our Terms and Conditions.

    - To fulfill any special requests you make for your stay.
- 2.2. To Communicate With You:
    - To send booking confirmations, updates, and reminders.
    - To respond to your inquiries, provide customer support, and address any issues.
    - To send you service-related announcements.
- 2.3. To Improve and Personalize Our Services:
    - To understand how you use our website and identify areas for improvement.
    - To analyze trends, track user movements, and gather broad demographic information.
    - To personalize your experience, such as showing you relevant PG listings.
- 2.4. For Marketing and Promotions:
    - To send you promotional offers, newsletters, and information about new services that may interest you, but only if you have opted in to receive such communications. You can opt-out at any time.
- 2.5. For Legal and Security Reasons:
    - To comply with legal obligations, enforce our Terms and Conditions, and protect our rights, privacy, safety, or property, and/or that of our affiliates, you, or other third parties.
    - To detect, prevent, and address fraud, security breaches, or other illegal or prohibited activities.

3. How We Share Your Information

We may share your information with third parties in specific circumstances, as described below:

- 3.1. With Hosts:
    - To facilitate your booking, we share necessary personal and booking information (e.g., your name, contact details, booking dates) with the PG property Hosts with whom you have made a reservation. This enables them to prepare for your arrival and manage your stay.
- 3.2. With Payment Processors:
    - We share your payment information with trusted third-party payment gateways to process your transactions securely. We do not store full payment card details on our servers.
- 3.3. With Service Providers:
    - We may engage third-party companies and individuals to perform services on our behalf, such as website hosting, data analysis, marketing, customer service, and technical support. These service providers will have access to your information only to the extent necessary to perform their functions and are bound by confidentiality obligations.
- 3.4. For Legal Compliance and Protection:
    - We may disclose your information if required to do so by law or in response to valid requests by public authorities (e.g., a court order or government agency).
    - We may also disclose your information to protect the rights, property, or safety of SolidStays, our users, or others.
- 3.5. In Business Transfers:
    - In the event of a merger, acquisition, restructuring, or sale of all or a portion of our assets, your information may be transferred as part of that transaction. We

will notify you via email and/or a prominent notice on our website of any change in ownership or uses of your personal information.

4. Data Security

We implement reasonable technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction. However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

5. Your Choices and Rights

You have certain rights regarding your personal information:

- 5.1. Access and Correction: You can access and update most of your account information by logging into your SolidStays account. For other data, you may request access to or correction of your personal information by contacting us.
- 5.2. Data Deletion: You may request the deletion of your account and personal data, subject to certain legal and operational requirements (e.g., retaining records for transaction purposes).
- 5.3. Opt-Out of Marketing: You can opt-out of receiving promotional emails from us by following the unsubscribe instructions included in those emails or by contacting us directly.
- 5.4. Cookies: You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our website may become inaccessible or not function properly.

6. Data Retention

We retain your personal information 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. When we no longer need your data, we will securely delete or anonymize it.

7. Third-Party Links

Our website may contain links to third-party websites or services that are not operated by us. This Privacy Policy does not apply to the practices of these third parties. We encourage you to review the privacy policies of any third-party sites you visit. We are not responsible for the content or privacy practices of these external sites.

8. Children's Privacy

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children under 18. If we become aware that we have inadvertently received personal information from a child under 18, we will delete such information from our

records.

9. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Last Updated" date at the top of this policy. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

10. Governing Law and Jurisdiction

This Privacy Policy shall be governed by and construed in accordance with the laws of India. Any disputes arising out of or in connection with this Privacy Policy shall be subject to the exclusive jurisdiction of the courts located in Ahmedabad, Gujarat, India.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at: support@solidstays.in

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