

Privacy Policy

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DEFINITIONS :

In this Privacy Notice, the following definitions are used:

Data - personal information, including sensitive personal information and special category personal data (as defined under Data Protection Laws) about you, which we collect, receive or otherwise process in connection with your use of our stores, website and/or mobile application.

Cookies - a small file placed on your device by our website or mobile application when you either visit or use certain features of our website or mobile application. A cookie generally allows a website or mobile application to remember your actions or preference for a certain period of time.

Partners - select third parties with whom we have contracts for the businesses described in this Privacy Notice.

Service Providers - includes entities which provide services to DOP and to whom we may disclose your Data for a specific purpose pursuant to a written contract.

User or you- the natural person who accesses our services , websites.

GENERAL PRINCIPLES :

Protecting your privacy is very important to us. We have developed this Privacy Policy to protect your personal information and keep it confidential.

We do everything we reasonably can to protect your rights of privacy on systems and websites controlled by us, but we are not liable for any unauthorised or unlawful disclosures of your personal and confidential information made by third parties who are not subject to our control, for example advertisers and websites that have links to our Site. You should take note that the information and privacy practices of our business partners, advertisers, sponsors or other sites to which we provide hyperlinks, may be different from ours.

Our policy outlines the type of personal information we collect and receive, the circumstances in which we collect or receive personal information, the policies and procedures we have established outlining its use and storage, and for sharing certain types of personal information in certain limited circumstances, the procedures you should follow if you have any questions or requests in respect of your personal information or our policies and procedures and the person to whom such questions or requests should be directed, and the means by which to communicate with that person.

In this policy ‘Destination of Peace’ and its affiliated Homestays/Cafes/Properties, as they may exist from time to time, which include, without limitation, the subsidiaries. The words ‘we’ and ‘Destination of Peace’ do not include third-party homestay/cafe/property owners or third parties involved in the delivery of services, however, we have requested such owners and third party suppliers to abide by the terms of our Privacy Protection Policy. In this policy, personal information means information about you that is personally identifiable like your name, address, e-mail address or phone number, and that is not otherwise publicly available and is not part of your work identification.

It also includes information on guest preferences and usage, when such information is supplied to or recorded by Destination of Peace in the course of transacting business with an individual.

The Privacy Protection Policy does not apply to information regarding Destination of Peace's corporate customers. However, such information is protected by other Destination of Peace policies and practices and through contractual arrangements.

HOW YOU MAY PROVIDE US YOUR PERSONAL INFORMATION

1. By making a reservation or by using 'Destination of Peace' services.
2. By providing the information to us by participating in a marketing initiative.
3. By visiting our website.

Below we will outline the type of information normally collected in each of these circumstances, the reasons for doing so, how we will use it and store it. When you voluntarily send us electronic mail, we will keep a record of this information so that we can respond to you. We only collect information from you when you register on our website or fill out a form. Also, when filling out a form on our site, you may be asked to enter your: name, email address or phone number. You may, however, visit our site anonymously. In case you have submitted your personal information and contact details, we reserve the rights to Call, SMS, Email or Whatsapp about our products and offers, even if your number has DND activated on it.

MAKING A RESERVATION :

When making a reservation or using Destination of Peace services it is necessary to have information in order to identify you, contact you and to process your purchase and requests. This information usually includes your name, address, phone number, e-mail address, credit card number and expiration date, and language preference. It may also include if you choose to share that information with us, your preferences regarding the delivery of your services such as type of room, type of bed, and the like. We also offer special discounts from time to time that may have qualifying criteria. For verifying these criterias, you may be required to provide the relevant information for example your date of birth.

Your personal information is shared with the owner of the homestay/property/cafe where you intend to stay and those of its employees involved in delivering the service to you to the extent necessary for them to do so and to process the transaction. All properties that are managed by Destination of Peace are required to agree to abide by the terms of this Privacy Protection Policy.

From time to time, we offer packages or other services that involve third parties. If you are partaking of such a package or service, your personal information will be shared with that third party to the extent necessary to provide that service and process the purchase or request.

Destination of Peace may use the information you provide to send you offers and information about Destination of Peace services and those of select third parties. Your information will not be given to these third parties but rather the offer of the third party will be provided to Destination of Peace which will manage the distribution.

If you do not wish to receive such offers and information you may unsubscribe or opt-out by sending an email to us, using the subject line "Unsubscribe", so indicating your request with sufficient personal identifiers so we can appropriately act on your request. All our marketing communication of this type will also contain instructions for unsubscribing.

BY PARTICIPATING IN A MARKETING INITIATIVE :

This includes but is not limited to, information that you provide to us while participating in marketing initiatives on our website/other social media.

BY VISITING ONE OF OUR WEBSITES :

We use “cookies” on our websites. Cookies are pieces of information that an Internet site transfers to your hard drive for record-keeping purposes. The use of cookies is an industry-standard — you’ll find them almost everywhere on the Internet. DOP uses cookies to recognize visitors when they return to our sites. Once we know it’s you, we can customise your online visit.

We may also evaluate our content and services and tailor our websites, for visitors, based on other information we collect, such as IP addresses, which are numbers assigned to your computer whenever you use the Internet, pixel tags (or clear gifs), and the type of Internet browser or operating system you are using. This information is collected in the aggregate, but we may tie it to your personal information through cookie use as described above.

We use Google Analytics and Adobe Analytics to measure how visitors interact with content on our websites. We also use Facebook Custom Audiences to ask Facebook to show you ads that are customised based on your interaction with our websites or our Facebook applications and to measure how you interact with those ads. All of these services use cookies and similar technologies, such as web beacons, tags, and embedded scripts, to record information about your interaction with our websites. Additional information on how these services use such technologies can be found on Google’s website, Adobe’s website and Facebook’s website. Google Analytics security and privacy principles summarise how Google protects information collected through Google Analytics. Adobe’s Privacy Policy summarises how Adobe protects information collected through Adobe Analytics. Facebook’s Data Use Policy describes how Facebook protects information collected through Facebook Custom Audiences.

If you do not wish to have data relating to your visits to our websites collected through Google Analytics, you may opt-out by installing the Google Analytics opt-out browser add-on. You may also opt-out of data collection through Adobe Analytics by visiting Adobe’s Privacy Center. You may opt-out of Facebook Custom Audiences by visiting Facebook’s opt-out page.

WHY WE COLLECT PERSONAL INFORMATION :

1. To establish and maintain a responsible commercial relationship with you and to provide ongoing service.
2. To understand your needs and preferences. We maintain a record of the products and services you receive from us and we may ask for additional information so that we can serve you better. For example, we may record your preference for the type of room.
3. To develop, enhance, market or provide products and services. For example, we look at our guests’ use of our services so that we can better understand how to improve our services.
4. To manage and develop our business and operations. For example, we analyse guest patterns of usage of our properties and services to help us manage them efficiently and plan for future growth.
5. To meet legal and regulatory requirements.

WHEN DO WE DISCLOSE PERSONAL INFORMATION :

We disclose personal information only in these limited circumstances:

1. We may disclose a guest's personal information to a person who, in the reasonable judgement of Destination of Peace, is seeking the information as an agent of the guest – for example, a travel agent who is booking a reservation on behalf of the guest.
2. Personal information will be shared with the Destination of Peace property for which your reservation has been made so that they may provide the services you have reserved.
3. Personal information may be shared with other Destination of Peace properties so that they may better provide services to you in the event you wish to travel to that DOP property in the future.
4. Personal information will be shared with a third party involved in supplying the guest with the services they have purchased to the extent necessary to effect the supply and the processing of the transaction.
5. Personal information may be shared with a third party retained by Destination of Peace to perform functions on its behalf such as reservations handling, data processing or storage, guest surveys or research.
6. Personal information may be shared with an agent retained by Destination of Peace to evaluate a customer's creditworthiness or in order to collect a customer's account.
7. Personal information may be shared with a public authority or an agent of public authority if in the reasonable judgement of Destination of Peace it appears that there is an imminent danger to life or property which could be avoided or minimised by disclosure of the information, or which disclosure is compelled by legal authority. Any such disclosure of a guest's personal information by Destination of Peace to a third party will be made only on a confidential basis conditioned upon the information being used only for the purpose for which it has been disclosed.

PRINCIPLES :

1. Destination of Peace will not collect, use or disclose your personal information for any other purpose than those identified above, except with your consent.
2. Destination of Peace will protect your personal information with appropriate security safeguards.
3. Destination of Peace will take appropriate steps to protect the confidentiality of your personal information when dealing with third parties.
4. Destination of Peace will strive to keep your personal information as accurate and up to date as is necessary for the purposes identified above.
5. Destination of Peace will honour your request to access your personal information in a timely fashion as is reasonably possible. You are always free to refuse to provide personal information to us. You may also withdraw your consent with respect to the use of your personal information for marketing purposes at any time, subject to legal or contractual restrictions and reasonable notice, by emailing at Info@destinationofpeace.com, using 'Unsubscribe' as the subject line, and providing us sufficient personal identifiers so we can act effectively on your request. However, in either case, this may limit our ability to serve you.

LINKS TO OTHER SITES :

Our websites and applications may contain links to websites that are maintained and/or controlled by third parties. We make no representations or warranties with respect to such third-party websites. We encourage you to review the privacy policies of these third party websites as their privacy practices may differ from ours.

CHILDREN :

Our websites are not intended for children and we do not intentionally solicit or collect personal information from individuals under the age of 18. If we are notified or otherwise discover that a minor's personal information has been improperly collected, we will take all commercially reasonable steps to delete that information. In limited instances, we may have a campaign or program targeted towards children. In these instances details on the information practices will be presented within the terms and conditions of the program or campaign.

CHANGES TO THIS PRIVACY NOTICE :

Our business changes constantly and our Privacy Policy will change also. We may email periodic reminders of our notices and conditions, unless you have instructed us not to, but you should check our website and mobile application frequently to see recent changes. The updated version will be effective as soon as it is accessible. We encourage you to review this Privacy Notice frequently to be informed of how we are protecting your information.