

# Privacy Policy

## RELIABLE NEST

**Effective Date:** 22-12-2025

At reliable nest, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and protect your data when you stay with us, visit our website, or interact with our services.

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### 1. Information We Collect

We may collect the following types of personal information:

- **Personal details:** Name, contact number, email address, postal address, nationality, and identification details (passport/ID) as required by law
  - **Booking information:** Check-in/check-out dates, room preferences, payment details
  - **Payment data:** Transaction details (credit/debit card information is processed securely by third-party payment providers)
  - **Usage information:** Website visits, IP address, device type, cookies
  - **Communication records:** Emails, calls, messages, and feedback
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### 2. How We Use Your Information

We use your information to:

- Process reservations and payments
  - Provide accommodation and guest services
  - Verify identity and comply with legal requirements
  - Communicate booking confirmations, updates, or service notices
  - Improve our services and customer experience
  - Respond to inquiries, complaints, or requests
  - Send promotional offers (only if you have opted in)
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### 3. Legal Basis for Processing

We process personal data based on:

- Contractual necessity (to fulfill your booking)
- Legal obligations (local laws and regulations)
- Legitimate business interests
- Your consent (where applicable)

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## 4. Sharing of Information

We do **not** sell your personal data. We may share information only with:

- Payment processors and booking platforms
- IT service providers and system administrators
- Government or regulatory authorities when required by law
- Professional advisors (legal, accounting, auditing)

All third parties are required to protect your data and use it only for authorized purposes.

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## 5. Data Security

We implement appropriate technical and organizational measures to safeguard your personal information against unauthorized access, loss, or misuse.

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## 6. Data Retention

We retain personal information only for as long as necessary to fulfill the purposes outlined in this policy or to comply with legal requirements.

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## 7. Your Rights

Depending on applicable laws, you may have the right to:

- Access your personal data
- Correct or update inaccurate information
- Request deletion of your data
- Withdraw consent for marketing communications
- Lodge a complaint with a data protection authority

Requests can be made by contacting us using the details below.

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## 8. Cookies

Our website may use cookies to enhance user experience and analyze traffic. You can manage or disable cookies through your browser settings.

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## **9. Third-Party Links**

Our website may contain links to third-party sites. We are not responsible for the privacy practices of those websites.

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## **10. Updates to This Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on our website with a revised effective date.

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## **11. Contact Us**

If you have any questions or requests regarding this Privacy Policy, please contact:

**Reliable Nest**

**Address:** :1069, 19th St, P Block, G Block, Anna Nagar, Chennai, Tamil Nadu 600040

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