

Privacy Policy

1. Introduction

This Privacy Policy outlines how Jhelum Hospitality LLP collects, uses, and protects your personal information when you use our website to make online room bookings.

2. Information We Collect

When you use our website, we may collect the following information:

- Personal Information: Name, email address, phone number, billing and shipping address, credit card information.
- Booking Information: Arrival and departure dates, number of guests, room preferences.
- Usage Data: Information about how you use our website, such as your IP address, browser type, and pages visited.

3. How We Use Your Information

We use your information to:

- Process your booking and provide you with the services you have requested.
- Communicate with you regarding your booking, including confirmation emails, updates, and reminders.
- Improve our website and services based on your feedback and usage data.
- Protect our website and prevent fraud.

4. Sharing Your Information

We may share your information with:

- Our trusted third-party service providers who help us operate our website and provide our services.
- Law enforcement agencies or other authorities if required by law or to protect our rights or the safety of others.

5. Data Security

We implement reasonable security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is completely secure.

6. Your Rights

You have the right to:

- Access and rectify your personal information.
- Request the deletion of your personal information.
- Object to the processing of your personal information.
- Restrict the processing of your personal information.
- Data portability: Request a copy of your personal information in a structured, commonly used, and machine-readable format.

7. Contact Us

If you have any questions about our Privacy Policy or how we handle your personal information, please contact us at mayank@jhelumhospitality.com.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be effective immediately upon posting on our website.