

HOMZO HOSPITALITY

Privacy Policy

Effective Date: 1st January 2025 | Last Updated: April 2025

Applicable to: Website & Mobile Application

1. Introduction

Welcome to Homzo Hospitality ("Homzo", "we", "our", or "us"). We are committed to protecting and respecting your personal privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website or use our mobile application (collectively, the "Platform").

Homzo Hospitality operates as a technology-enabled hospitality platform offering hotel and accommodation booking services as well as food delivery and restaurant discovery services within India. This Policy applies to all users of our Platform, including guests, registered members, and visitors.

By accessing or using our Platform, you consent to the practices described in this Privacy Policy. If you do not agree with the terms of this Policy, please discontinue use of our Platform.

2. Information We Collect

We collect various types of information in connection with your use of our services:

2.1 Personal Identification Information

- Full name, email address, phone number
- Date of birth and gender (where provided)
- Government-issued identification (for hotel check-in verification purposes)
- Profile photograph (if uploaded by the user)

2.2 Booking & Transaction Information

- Hotel reservation details including check-in/check-out dates, room preferences, and guest counts
- Food orders, delivery address, restaurant preferences, and order history
- Payment information including billing address (Note: full card details are processed by our secure third-party payment gateway and are not stored on our servers)
- Transaction IDs, invoice records, and cancellation/refund data

2.3 Device & Usage Information

- IP address, browser type and version, operating system
- Device identifiers, mobile hardware model, and unique device IDs
- Access times, pages viewed, links clicked, and session duration
- Crash reports and performance diagnostics

2.4 Location Data

- Precise GPS location (with your permission) for delivery tracking and nearby property/restaurant discovery
- Approximate location derived from your IP address

2.5 Communications Data

- Messages, reviews, feedback, and support tickets submitted through our Platform
- Communication preferences and notifications settings

3. How We Use Your Information

We use the information we collect for the following purposes:

3.1 Service Delivery

- To process hotel and accommodation bookings and confirm reservations
- To facilitate food delivery orders and communicate estimated delivery times
- To process payments, issue invoices, and manage refunds
- To enable check-in/check-out processes and coordinate with partner hotels

3.2 Account Management

- To create and manage your user account
- To authenticate your identity and ensure account security
- To provide personalized service recommendations based on your preferences and history

3.3 Communications

- To send booking confirmations, order updates, and transactional notifications via SMS, email, or push notifications
- To respond to your queries, complaints, or support requests
- To send promotional offers, newsletters, and marketing materials (only with your consent)

3.4 Platform Improvement

- To analyze usage patterns and improve the functionality and user experience of our Platform
- To conduct internal research, data analytics, and business intelligence
- To detect, prevent, and address technical issues, fraud, and security breaches

3.5 Legal & Regulatory Compliance

- To comply with applicable Indian laws, regulations, court orders, and governmental requests
- To enforce our Terms of Service and other legal agreements
- To protect the rights, property, and safety of Homzo, our users, and the public

4. Disclosure of Your Information

We do not sell or rent your personal data to third parties. However, we may share your information in the following circumstances:

4.1 Service Partners

We share necessary booking and contact information with our partner hotels, restaurants, and delivery partners solely for the purpose of fulfilling your service requests. These partners are contractually bound to use your data only as required to deliver the service.

4.2 Payment Processors

Payment information is shared with our authorized payment gateway partners (such as Razorpay, PayU, or similar) who are compliant with Payment Card Industry Data Security Standards (PCI-DSS) and applicable RBI guidelines.

4.3 Legal Authorities

We may disclose your information to law enforcement agencies, regulatory authorities, or courts when required by law, legal process, or to protect the rights and safety of our users and the public.

4.4 Business Transfers

In the event of a merger, acquisition, restructuring, or sale of Homzo Hospitality, your information may be transferred to the successor entity, subject to the same privacy protections described in this Policy.

5. Data Storage & Security

Your data is stored on secure servers located within India, in compliance with the Information Technology Act, 2000, and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 ("SPDI Rules").

We implement industry-standard technical and organizational measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction. These include:

- Secure Socket Layer (SSL) / Transport Layer Security (TLS) encryption for data in transit
- AES-256 encryption for sensitive data at rest
- Role-based access controls and multi-factor authentication for internal systems
- Regular security audits, vulnerability assessments, and penetration testing

- Employee training on data privacy and security protocols

However, no method of transmission over the internet or electronic storage is completely secure. While we strive to use commercially acceptable means to protect your data, we cannot guarantee absolute security.

6. Data Retention

We retain your personal data for as long as necessary to provide our services, comply with legal obligations, resolve disputes, and enforce our agreements. Specifically:

- Account data is retained for the duration of your active account and up to 3 years after account deletion
- Booking and transaction records are retained for 7 years in accordance with applicable tax and accounting laws in India
- Communication and support records are retained for 2 years from the date of last interaction
- Marketing preferences are retained until you withdraw consent

Upon expiry of the applicable retention period, your data will be securely deleted, anonymized, or aggregated in a manner that prevents identification.

7. Your Rights as a Data Subject

As a user of our Platform, you have the following rights with respect to your personal data:

- Right to Access: You may request a copy of the personal data we hold about you
- Right to Rectification: You may request correction of inaccurate or incomplete information
- Right to Deletion: You may request erasure of your personal data, subject to legal retention requirements
- Right to Withdraw Consent: Where processing is based on consent, you may withdraw it at any time
- Right to Object to Marketing: You may opt out of receiving marketing communications at any time via your account settings or by contacting us
- Right to Data Portability: You may request your data in a structured, machine-readable format

To exercise any of the above rights, please contact our Grievance Officer at the details provided in Section 10 of this Policy. We will respond to your request within 30 days.

8. Cookies & Tracking Technologies

Our Platform uses cookies, web beacons, pixels, and similar technologies to enhance your experience, analyze usage, and deliver personalized content.

8.1 Types of Cookies We Use

- Essential Cookies: Required for the Platform to function; cannot be disabled
- Performance Cookies: Help us understand how users interact with our Platform

- **Functionality Cookies:** Remember your preferences such as language and location
- **Targeting/Advertising Cookies:** Used to deliver relevant ads (only with your consent)

8.2 Managing Cookies

You can control cookie preferences through your browser settings. Please note that disabling certain cookies may affect the functionality of our Platform. For more information, please refer to our Cookie Policy available on our website.

9. Children's Privacy

Our Platform is not directed to individuals under the age of 18 years. We do not knowingly collect personal data from minors. If we become aware that a user is under 18 years of age, we will promptly delete their account and associated data. If you are a parent or guardian and believe your child has provided us with personal information, please contact us immediately.

10. Grievance Officer & Contact Information

In accordance with the Information Technology Act, 2000, and the SPDI Rules, 2011, the name and contact details of our designated Grievance Officer are as follows:

Grievance Officer: [Name of Grievance Officer]

Organization: Homzo Hospitality

Email: grievance@homzohospitality.com

Phone: [Contact Number]

Address: [Registered Office Address], India

Working Hours: Monday to Friday, 10:00 AM – 6:00 PM IST

You may also write to us for any privacy-related queries, complaints, or requests at:
privacy@homzohospitality.com

11. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time to reflect changes in our practices, technology, legal requirements, or other factors. We will notify you of material changes by:

- Posting the updated Policy on our Platform with a revised 'Last Updated' date
- Sending an email notification to your registered email address
- Displaying an in-app notification upon your next login

Your continued use of our Platform after the effective date of any changes constitutes your acceptance of the revised Privacy Policy.

12. Governing Law & Jurisdiction

This Privacy Policy shall be governed by and construed in accordance with the laws of the Republic of India, including the Information Technology Act, 2000, the Consumer Protection Act, 2019, and all applicable rules and regulations thereunder.

Any disputes arising in connection with this Privacy Policy shall be subject to the exclusive jurisdiction of the courts located in [City], India.

ACKNOWLEDGMENT

By using the Homzo Hospitality Platform, you acknowledge that you have read, understood, and agree to be bound by this Privacy Policy. If you do not agree to this Privacy Policy, please refrain from using our services.