

Pavilions Hotel Privacy Policy

At Pavilions Hotel, we are committed to protecting your privacy and ensuring that your personal information is managed responsibly and securely. This Privacy Policy explains how we collect, use, store, and protect your personal information in accordance with the New Zealand Privacy Act 2020. Please read this policy carefully to understand how we handle your personal data.

1. Information We Collect

We collect personal information from you when you interact with our website, make a reservation, or use our services. The types of personal information we may collect include:

- **Booking Information:** Name (full legal name), email address, phone number, billing information, and any other details pertinent to making a reservation.
- **Stay Information:** Check-in/check-out dates, room preferences, special requests, and any feedback or reviews provided during or after your stay.
- **Payment Information:** Credit card details or other billing information provided for payment purposes (payment information is processed securely by third-party payment providers “Windcave” and is not stored on our servers).

2. How We Use Your Information

We use the personal information we collect for the following purposes:

- To process and confirm your bookings and provide services during your stay.
- To communicate with you regarding your booking, reservation confirmations, cancellations, special requests, and other important updates.
- To improve the quality of services we offer you before, after and during your stay.
- To include you in promotional offers or special deals, if you have opted to receive such communications (you can unsubscribe at any time).
- To comply with legal obligations and enforce our agreements.

3. Data Storage and Security

We take the security of your personal information seriously and implement reasonable technical and organizational measures to protect your data. These measures include encryption and secure storage methods. However, no method of electronic storage or data transmission is entirely secure, and while we strive to protect your personal data, we cannot guarantee its absolute security.

Your personal information is stored on secure servers and is only accessible to authorized personnel who need the data to perform their duties. We retain your personal information for as long as necessary to fulfill the purposes outlined in this policy or as required by law.

4. Sharing Your Information

We do not sell, rent, or share your personal information with third parties. Period. We may share your information in the following circumstances:

- **Service Providers:** We may share your personal information with third-party service providers who assist us in processing payments.
- **Legal Compliance:** We may disclose your personal information if required by law, to comply with legal obligations, or to protect our rights, property, or safety.

5. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your experience and provide us with information about how our website is used. Cookies are small text files stored on your device that help us remember your preferences and improve our website's functionality. You can manage your cookie preferences through your browser settings, but please note that disabling cookies may affect certain features of our website.

6. Your Rights

Under the New Zealand Privacy Act 2020, you have the following rights regarding your personal information:

- **Access:** You have the right to request access to the personal information we hold about you.
- **Correction:** You can request that we correct any inaccurate or incomplete personal information we hold about you.
- **Deletion:** You can request the deletion of your personal information, subject to certain legal limitations.
- **Objection:** You can object to the processing of your personal information in certain circumstances, such as for direct marketing.
- **Withdrawal of Consent:** If you have given consent for us to process your personal information, you may withdraw your consent at any time.

To exercise any of these rights, please contact us at reservations@pavilion.co.nz.

We will respond to your request as required by the Privacy Act.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, along with the revised "Effective Date." We encourage you to review this policy periodically to stay informed about how we protect your personal information.

8. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our handling of your personal information, please contact us:

The Pavilions (1992) Limited
T/A Pavilions Hotel Christchurch
42 Papanui Road, Merivale
Debbie Horncastle
+64 03 355 5633

By using our website, affiliated networks (third party websites, travel agents) and services, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.

This Privacy Policy is designed to comply with the New Zealand Privacy Act 2020, ensuring transparency and providing users with the necessary rights and protections regarding their personal information.