



THE SUNDER PALACE
A LUXURY BOUTIQUE HOTEL

PRIVACY POLICY

INTRODUCTION

Sunder Palace Jaipur is the legal owner of the website www.sunderpalacejaipur.com

Sunder Palace Jaipur (“Sunder Palace”, “we”, “us” or “our”) respects the privacy of our guests, visitors, customers and users of our website, www.sunderpalacejaipur.com (“Website”).

We are committed to protecting the personal information entrusted to us and to handling such information responsibly, securely and transparently.

This Privacy Policy explains what personal information we may collect, how and why we use that information, how we protect and retain personal information, when information may be shared with third parties, how cookies and similar technologies may be used on our website, and the rights and choices available to you under applicable Indian law.

By accessing or using our Website or voluntarily providing personal information to us, you acknowledge that you have read and understood this Policy.

WHAT PERSONAL INFORMATION DO WE COLLECT?

We may collect personal information that you voluntarily provide when you interact with Sunder Palace.

- Full name
- Mobile or telephone number
- Email address
- Booking and reservation information
- Check-in and check-out dates
- Number of guests
- Room preferences
- Special requests
- Enquiry details
- Feedback and correspondence
- Other information that you voluntarily provide to us

HOW DO WE USE YOUR PERSONAL INFORMATION?

We may use personal information for the following purposes:

- Processing and managing reservations.
- Confirming, modifying or cancelling bookings.
- Providing accommodation and hospitality services.
- Responding to special requests.
- Communicating important information regarding your stay.
- Responding to enquiries and providing customer support.
- Operating and maintaining our Website.
- Improving Website functionality and guest experience.
- Understanding Website usage.
- Maintaining appropriate business records.
- Protecting our Website against misuse, fraud or unauthorised activity.
- Meeting legal, regulatory, tax, accounting or governmental requirements.
- Handling complaints, disputes and customer-service matters.
- Sending promotional or marketing communications where permitted and where the necessary consent or other lawful basis exists.

COOKIE POLICY

Our Website may use cookies and similar technologies. Cookies are small text or data files that may be placed on your device when you visit a website.

They help websites recognise a user's browser, remember preferences and understand how the website is being used.

Sunder Palace may use cookies and similar technologies to improve your browsing experience and the functionality and performance of our Website.

- Essential Cookies – necessary for Website security, navigation, reservation/enquiry functionality, session management and basic Website operations.
- Functional Cookies – may remember user preferences and settings.
- Analytics / Performance Cookies – where used, may help us understand Website traffic, navigation and performance.
- Marketing / Advertising Cookies – where used, may help us understand online campaign effectiveness or deliver more relevant promotional content.

COOKIE PREFERENCES

Where our website provides a cookie-consent or cookie-preference mechanism, you may choose whether to accept optional cookies.

You may also control or disable cookies through your browser settings.

However, disabling certain cookies may affect the functionality or availability of some Website features.

THIRD-PARTY COOKIES

Some services integrated into our website may place cookies or use similar technologies. These may include, depending on the services actually implemented on the Website, Website analytics providers, online booking providers, payment service providers, advertising or marketing platforms, social-media integrations, or other technology service providers.

Such third parties may process information in accordance with their own privacy policies.

Sunder Palace does not control the privacy practices of third-party websites or services and recommends that you review their respective privacy policies.

PAYMENT INFORMATION

Sunder Palace does not ordinarily collect or store your complete credit-card number or other sensitive payment-card information on our website.

Where online payment is available, payment information is entered directly into the secure payment gateway operated by an authorised bank or payment service provider.

Sunder Palace will never ask you to provide your ATM/debit/credit-card PIN, OTP, internet-banking password, CVV, complete card credentials, or other confidential banking credentials through an email, WhatsApp message, telephone call or Website enquiry.

HOW DO WE SHARE PERSONAL INFORMATION?

We may share relevant personal information where reasonably necessary to provide our services, operate our business or comply with applicable law.

This may include authorised booking and reservation service providers; payment gateways and payment processors; Website and hosting providers; IT and technology service providers; communication and customer-service platforms; professional advisers; government authorities and regulators; and other service providers acting on our behalf.

Where third parties process personal information for Sunder Palace, we will take reasonable steps to ensure that such processing is carried out for authorised purposes and subject to appropriate safeguards.

We may also disclose information where required by a valid court order, governmental direction, lawful request or other legal process.

DATA SECURITY

Sunder Palace takes reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, unauthorised disclosure, alteration and destruction.

Access to personal information is restricted to persons or service providers who reasonably require such access for authorised purposes.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

HOW LONG DO WE KEEP YOUR INFORMATION?

We may share relevant personal information where reasonably necessary to provide our services, operate our business or comply with applicable law.

This may include authorised booking and reservation service providers; payment gateways and payment processors; Website and hosting providers; IT and technology service providers; communication and customer-service platforms; professional advisers; government authorities and regulators; and other service providers acting on our behalf.

Where third parties process personal information for Sunder Palace, we will take reasonable steps to ensure that such processing is carried out for authorised purposes and subject to appropriate safeguards.

We may also disclose information where required by a valid court order, governmental direction, lawful request or other legal process.

CHILDREN'S PERSONAL INFORMATION

Our website is intended for general users.

We do not knowingly seek to collect personal information from children through the Website except where such information is legitimately required for providing hotel services and is provided by or with the involvement of a parent, guardian or other person legally authorised to provide it.

THIRD-PARTY WEBSITES

Our website may contain links to external websites, booking platforms, payment gateways, social-media platforms or other third-party services.

Once you access a third-party website or service, that third party's own terms and privacy policy will apply. Sunder Palace is not responsible for the privacy, security or content practices of third-party websites.

MARKETING COMMUNICATION

Sunder Palace may, communicate information about special offers, hotel packages, events, dining experiences, guest experiences, promotions and other Sunder Palace services.

You may opt out of promotional communications at any time by using the unsubscribe option provided in the communication or by contacting us.

Opting out of marketing communications will not prevent us from sending essential service-related communications, such as reservation confirmations, booking changes, payment information or other communications necessary to provide services to you.

CHANGES TO THIS POLICY

Sunder Palace may update this Privacy Policy from time to time to reflect changes in our services, Website, data-processing practices, applicable Indian law, or technology and security practices.

The updated version will be published on this page along with the revised “Last Updated” date. We encourage you to review this Policy periodically.

CONTACT US

If you have any questions regarding this Privacy Policy or the handling of your personal information, please contact Sunder Palace Jaipur through the contact details provided on our website.

YOUR PRIVACY MATTERS TO US

Sunder Palace Jaipur is committed to handling your personal information responsibly and respectfully. We aim to collect only information that is reasonably necessary to provide our services, operate our website, communicate with our guests and meet our legal and business obligations.

By using our website, you acknowledge that you have read and understood this Privacy Policy.