

# Privacy Policy

**Effective Date:** 28 June 2025

**Hotel Blue Stone** ("we", "us", or "our") respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you visit our website ([hotelbluestone.in](https://hotelbluestone.in)) or stay with us.

By using our website or checking in, you agree to this policy.

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## 1. Information We Collect

### A. Personal Information You Provide:

- Name, email address, phone number, mailing address
- Identification details (e.g., passport, Aadhar) for check-in
- Payment information (credit/debit card details, billing info)
- Booking preferences, additional requests, feedback

### B. Information Collected Automatically:

- IP address, device/browser type, operating system
- Page interactions (via cookies and analytics tools)

### C. Other Sources:

- Publicly available data or loyalty partners providing supplementary info
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## 2. How We Use Your Information

- To process and confirm reservations; manage payments and invoicing

- To provide requested services (room setup, special requests, concierge assistance)
  - To send pre-arrival alerts, booking confirmations, receipts, and stay-related updates
  - To analyze and improve services, content, and website performance
  - To send marketing materials and promotional offers (with your consent)
  - To fulfill legal obligations and respond to legal requests
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### **3. Cookies & Tracking Technologies**

We use cookies, web beacons, and analytics tools to improve site usability, personalize content, and gather usage data

You can manage or disable cookies via your browser—though disabling them may limit some website features.

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### **4. Disclosure of Information**

We do **not sell or rent** personal data. We may share it with:

- Payment processors and banks (only as needed to complete transactions)
  - Law enforcement or authorities, where required by law
  - Trusted third-party vendors under confidentiality agreements
  - Hotel staff internally, only to fulfill services
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### **5. Security of Data**

We use encryption (SSL), firewalls, secure servers, and strict access controls to safeguard your information.

Although no system is entirely foolproof, we employ recognized industry security measures.

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## **6. Data Retention**

We retain your personal data only as long as necessary for:

- Providing travel and stay services
  - Compliance with legal and tax requirements
  - Resolving disputes or enforcing our agreements
- Afterward, we securely delete or anonymize the data.
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## **7. Your Rights**

Depending on your jurisdiction, you may have rights to:

- Access the data we hold about you
  - Correct outdated or incorrect data
  - Request deletion of your data
  - Withdraw consent for communications
- To act on these rights, please contact us (see below).
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## **8. Children**

Our services are not directed at individuals under 18. We do not knowingly collect data from minors. If we learn that we've collected such data, we will delete it promptly

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

Our website may include links to third-party sites. We are not responsible for their privacy practices. When leaving our website, please review the third party's privacy policy.

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## **10. Changes to This Policy**

We may update this policy occasionally. Updates will be posted on our site with new effective dates. Continued use implies acceptance of changes.

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## **11. Contact Us**

If you have questions, concerns, or wish to exercise your rights, please contact:

### **Hotel Blue Stone**

No.32, SH 49, Pakkamudayanpet, Lawspet, Puducherry, 605008, India

 [hotelbluestoneecr@gmail.com](mailto:hotelbluestoneecr@gmail.com)

 [+91-76393 03039](tel:+91-7639303039) / [+91-7871383822](tel:+91-7871383822)

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## **Interpretation & Updates**

This policy is meant to align with applicable laws (such as GDPR and Indian IT Rules). Consult legal counsel to ensure compliance for your specific use case.

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