

Privacy & Cookie Policy

AGAM Hotel Boutique

Privacy Statement

Agam Hotel Boutique ("we," "our," or "the Hotel") is committed to protecting your privacy. This policy describes how we collect, use, store, and protect personal information obtained through our website, contact forms, newsletters, and booking engine. It also explains our use of cookies. We recommend reviewing this policy periodically for updates.

Information we collect

Non-personal information: aggregated and technical data that does not directly identify the user, such as browser, operating system, language, access times, pages visited, clicks, and browsing activity.

Personal information: data that can identify you, including approximate location, IP address, device identifiers, full name, email, phone number, information provided in contact forms, and data needed to make a reservation (contact, demographic, and payment information).

Source of information

We receive information when you fill out forms, make a reservation, use our website, or through third-party analytics and service providers.

Use of information

We use the information to maintain internal records, manage reservations, respond to inquiries, provide support, send communications related to our services, send promotions when authorized, personalize the site experience, and carry out statistical analysis to improve our services.

Advertising and marketing

We may use advertising technologies and third-party providers to display relevant ads, and may send promotional communications. You may opt out of these communications at any time; however, we will continue to send administrative notices or those related to your reservations when necessary.

Sharing of information

We do not sell or rent your personal information. We may only share it with providers involved in delivering our services, with competent authorities when required by law, or in corporate processes such as mergers, acquisitions, or transfers of operations.

Data subject rights

You may request access, correction, deletion, restriction of processing, objection to processing, and data portability, and you may file a complaint with the competent authority, in accordance with applicable law.

Data retention

We will retain personal information only for as long as necessary to provide our services, comply with legal obligations, resolve disputes, and enforce our policies.

Security

We apply reasonable technical and organizational measures to protect your information. However, no system is completely infallible, and we cannot guarantee absolute security against unauthorized access.

Cookie Policy

Cookies are small files stored on your device that help improve browsing, remember preferences, analyze site usage, and display relevant content. We use session cookies, persistent cookies, and third-party cookies, including Google Analytics for statistical purposes. You may disable cookies through your browser settings; however, some site functions may be affected.

Updates

We reserve the right to modify this Privacy Policy at any time. Changes take effect as soon as they are posted on the website. Continued use of the site implies acceptance of such changes.

Contact

If you have questions about this Privacy Policy or about how we handle your personal data, you may write to: manager.agamhotel@gmail.com.