

Privacy Policy for DAMOS Living

Introduction

DAMOS Living ("we", "our", "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and share information about you when you use our website www.damosliving.com, our guest app, and other services (collectively, the "Services"). We are registered with the Information Commissioner's Office (ICO) and adhere to the principles of the General Data Protection Regulation (GDPR).

Information We Collect

We may collect and process the following personal information about you:

- **Contact Information:** Name, email address, phone number, postal address.
- **Identity Information:** Date of birth, gender, passport or ID details.
- **Transaction Information:** Payment details, booking history.
- **Technical Information:** IP address, browser type, and version, time zone setting, browser plug-in types and versions, operating system and platform.
- **Usage Information:** Information about how you use our website, products, and services.
- **Marketing and Communications Information:** Your preferences in receiving marketing from us and your communication preferences.

How We Use Your Information

We use the information we collect for the following purposes:

- **To Provide Services:** To process bookings, manage your stay, and provide customer support.
- **To Improve Our Services:** To understand how our services are used and to improve them.
- **Marketing:** To send you promotional materials and other information that may be of interest to you, subject to your preferences.
- **Legal Compliance:** To comply with our legal obligations, resolve disputes, and enforce our agreements.

Legal Basis for Processing

We rely on the following legal grounds to process your personal data:

- **Performance of a Contract:** When we process your data to provide our services.
- **Consent:** When you have given us explicit consent to process your data.
- **Legal Obligation:** When we are required to process your data by law.
- **Legitimate Interests:** When it is necessary for our legitimate business interests, such as improving our services and managing our business operations.

Sharing Your Information

We may share your information with:

- **Service Providers:** Third-party vendors who provide services on our behalf, such as payment processing and customer support.
- **Legal Authorities:** When required by law or to protect our legal rights.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets.

Your Rights

You have the following rights regarding your personal data:

- **Access:** The right to access the personal data we hold about you.
- **Rectification:** The right to correct inaccurate or incomplete data.
- **Erasure:** The right to request deletion of your personal data.
- **Restriction:** The right to restrict the processing of your personal data.
- **Objection:** The right to object to the processing of your personal data.
- **Data Portability:** The right to receive your data in a commonly used format.

To exercise these rights, please contact us at customer@damosliving.com

Data Security

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction.

Data Retention

We retain your personal data for as long as necessary to fulfil the purposes for which we collected it, including for legal, accounting, or reporting requirements.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website. You are advised to review this Privacy Policy periodically for any changes.

Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at customer@damosliving.com

This Privacy Policy was last updated on 24th January 2024