

Privacy Policy

This privacy policy discloses the practices of this website, hoteldushore.com and applies solely to the information received and collected on this site. We value your privacy, and we want you to be confident in using this website. By using this website, you are accepting our Privacy Policy.

Information Collection, Use and Sharing

We collect and process personal information in the context of creating and fulfilling a reservation contract (the hotel booking), servicing emails, submitting website forms and social media/online reviews. We use information to secure room bookings, and to better serve you by providing a customized experience, including, but not limited to, communicating with you regarding your reservation, responding to your request, receiving payment for services, and creating records of your interaction with us. We never sell or rent your personal data received in the above contexts.

Hotel Booking

In the context of the hotel booking process – whether the booking mechanism is online through our website, through an online booking channel, via a travel agent or property management system (RMS) or directly at the hotel – we collect and process personal data for the purposes of performing a reservation contract, including, but not limited to the following:

1. Enabling you to reserve a room at the hotel
2. Administering the booking
3. Sending you booking confirmation and other hotel information
4. Sending you pre/post arrival emails
5. Providing you with financial receipts

We collect and process information that is necessary to reserve a room at Hotel Dushore. Information collected and processed include Address, mobile phone number, Booking details (including reservation number), Date of arrival and departure, Email address, First name / Last name, First name / Last name of adult co-guest(s), which creates your profile in our hotel management system, Payment card type, number and expiration date for managing payment of your stay, processing a credit card guarantee or hotel deposit to ensure payment of your stay, establishing, printing or sending an invoice for your stay, paying a commission to your travel agent (if applicable).

If you choose not to provide us with certain information, we cannot provide you with a hotel reservation.

In the event you have booked a room, but do not show up – without cancelling – on the date of arrival communicated, we process your Personal Data for the purposes of cancelling your stay and any other reservation you may have made; and managing, processing, and settling any outstanding payment that may be due.

Upon check out, we process your personal information to provide you with financial receipts, for payment of room rental, damages, incidentals, policy violations.

Recipients of data include the Hotel Dushore, IT service providers involved in the (online) booking process, IT service providers, Email communications service provider, third-party business partners (such as property management system and, online travel agents) and individuals (hotel staff). Our staff, service providers, and third-party business partners have limited access to your personal information only as is reasonably necessary to perform their function in delivering our service. These parties may not use personal information for any other purpose.

Service emails

We use your email address to communicate directly with you. In the context of service emails, which includes pre-arrival emails concerning your booking, we may process and collect your Personal Data, and note whether you have opened and actioned a service email, to properly manage a reservation. We send you details of reservation contract, statements, reminders, changes, or updates to our services. You may not opt out of service emails.

Data collected includes Email address, Email clicking behavior, Email opening behavior, First name / Last name. **Source of data** is from our email service provider and our IT server. **Recipients of data** are IT and Email service providers

It is in the Hotel's legitimate interest as a business to understand the email clicking behavior of its guests to determine whether communication about reservations is clear and read. In this context, the hotel's interests prevail over yours.

Website Forms

Should you have a particular query or feedback, you may contact us through the contact form available on our website(s). In such context, we may process your Personal Data for the purposes of handling and providing an answer to your query or request or to follow up on your feedback. **Forms collect** Email address, first name / last name, stay details, telephone (mobile) number, and any other data you may decide to share with us in open comment boxes. The email address that you submit to us is forwarded directly to the hotel and not to a third-party marketing service. The data is collated into an email and sent to us over the Simple Mail Transfer Protocol (SMTP). Our SMTP servers are protected by TLS (sometimes known as SSL) meaning that the email content is encrypted before being sent across the

internet. The email content is then decrypted by our local computers and devices

Social Media and Online Reviews

We may process your Personal Data obtained through social media platforms (Facebook,) or online reviews (including on TripAdvisor) concerning our hotel for the purposes of (i) addressing your questions or complaints; (ii) monitoring our online reputation; and (iii) improving our services and (iv) identifying opportunities on which we can focus.

Some of our social media pages allow users to submit their own content. Please remember that any content submitted to our social media page can be viewed by the public, and you should be cautious about providing certain personal information (e.g., financial information or address details) via these platforms. We are not responsible for any actions taken by other individuals if you post personal information on social media platforms (e.g., Facebook or Instagram). Please also refer to the respective privacy and cookie policies of the social media platforms you are using.

It is in Hotel's legitimate interest as a business to process the Personal Data you have chosen to address to us or make publicly available on social media platforms, online booking channels or other (review) websites to improve our services and identify business opportunities. In this context, Hotel's business interests prevail over yours.

Third Party Websites (Links)

We are not responsible for the practices employed by websites or services linked to or from our site, including the information or content contained therein. If you click on a link to a Third-Party website, you will be taken to a website we do not control, and our Privacy Policy will no longer be in effect. Browsing and interaction on any other website is subject to the terms of use and privacy and other policies of such Third-Party website. Read the privacy policies of other websites carefully. If you are using a third-party website or service (like Facebook, Google groups, online travel agent) and you allow such a third-party access to your personal data, you do so at your own risk.

We may receive information about you from third parties, if you access our Services through a third-party connection such as through an online travel agent, that passes certain information to Hotel Dushore. This information could include, but is not limited to, any information that you have permitted the third party to share with us, and any information you have made public in connection with that service. The Hotel Dushore Privacy Policy does not apply to, and we cannot control the activities of third parties. Please consult the respective privacy policies of such third parties or contact such third parties for more information.

Instances where we are required to share your information:

Your Personal Data will be disclosed where required to do so by law or subpoena or if we reasonably believe that such action is necessary to (a) comply with the law and the reasonable requests of law enforcement; (b) to enforce our Terms of Use or to protect the security, quality, or integrity of our Service; and/or (c) to exercise

What happens in the event of a change of control:

We may buy or sell/divest/transfer the company (including any shares in the company), or any combination of its products, services, assets and/or businesses. Your information such as customer names and email addresses, personal data, and other user information related to the Service may be among the items sold or otherwise transferred in these types of transactions. We may also sell, assign, or otherwise transfer such information during corporate divestitures, mergers, acquisitions, bankruptcies, dissolutions, reorganizations, liquidations, similar transactions or proceedings involving all or a portion of the company. In addition, we may share your Personal Data and other information with a successor to all or part of our business, where this is in our legitimate interests in facilitating a business sale and in this context our business interests prevail over yours. For example, if parts of our business or assets are sold, we may disclose user information as part of that transaction, subject to applicable law.

Instances where we are required to share your information:

Hotel Dushore will disclose your information where required to do so by law or subpoena or if we reasonably believe that such action is necessary to (a) comply with the law and the reasonable requests of law enforcement; (b) to enforce our Terms of Use or to protect the security, quality or integrity of our Service; and/or (c) to exercise or protect the rights, property, or personal safety of Hotel Dushore, our Users, or others.

Use of certain service type information we collect about you:

We use or may use cookies, log file, device identifiers, location data and clear gifs information to: (a) remember information so that you will not have to re-enter it during your visit or the next time you visit the site; (b) provide custom, personalized content and information; (c) to provide and monitor the effectiveness of our Service; (d) monitor aggregate metrics such as total number of visitors, traffic, and demographic patterns; (e) diagnose or fix technology problems; (f) help you efficiently access your information after you sign in; (g) to provide advertising to your browser or device.

Cookies:

Cookies are essential for running our website. The purpose is to collect data relating to your user's browsing habits and enables us to improve the way the website works. You can choose to disable cookies entirely in your internet browser, but this may decrease the quality of your experience. Analytical cookies collect data on how you access our

site, the most frequently visited pages and overall patterns of usage. The usage of cookies is in no way linked to any personal data.

Analytics information:

We may use data that you provide to us for analytical purposes to optimize your experience, enhance our operational efficiency, create segments of customers and tailor offers and promotions to your preferences. In this context, we analyze communications guests have with us, behavior on our website, bookings, and social media responses. It is the hotel's legitimate interest as a business to understand guest's preferences and consumption habits.

We may directly collect analytics data, or use third-party analytics tools and services, to help us measure traffic and usage trends for the website. These tools collect information sent by your browser or mobile device, including the pages you visit and other information that assists us in improving our Service. We collect and use this analytics information in aggregate form such that it cannot reasonably be manipulated to identify any individual user.

Log file information:

Log file information is automatically reported by your browser or mobile device each time you access the Service. When you use our Service, our servers automatically record certain log file information. These server logs may include anonymous information such as your web request, Internet Protocol ("IP") address, browser type, referring / exit pages and URLs, number of clicks and how you interact with links on the Service, domain names, landing pages, pages viewed, and other such information.

Site Visit Trackers

Like most websites, this site uses Google Analytics (GA) to track user interaction. We use this data to determine the number of people using our site, to better understand how they find and use our web pages and to track their journey through the website.

Although GA records data such as your geographical location, device, internet browser and operating system, none of this information personally identifies you to us. GA also records your computer's IP address, which could be used to personally identify you, but Google does not grant us access to this. We consider Google to be a third-party data processor

GA makes use of cookies, details of which can be found on Google's developer guides. Our website uses the analytics.js implementation of GA. Disabling cookies on your internet browser will stop GA from tracking any part of your visit to pages within this website

In addition to Google Analytics, this website may collect information (held in the public domain) attributed to the IP address of the computer or device that is being used to access it

Security

Keeping your information safe:

Appropriate technical and organizational measures are implemented to ensure an appropriate level of security of your Personal Data, including but not limited to encryption techniques, physical and IT system access controls, obligations of confidentiality, etc. You can verify this by looking for “https” at the beginning of the web page.

We use encryption to protect sensitive information transmitted online and protect information offline. Only employees who need the information to perform specific jobs are granted access to your personal identifiable information. The computers/servers in which we store information are kept in a secure environment.

In the event Personal Data is compromised because of a Personal Data Breach we will make the necessary notifications, as required under applicable laws.

Compromise of information:

If any information under our control is compromised as a result of a breach of security, we will take reasonable steps to investigate the situation and where appropriate, notify those individuals whose information may have been compromised and take other steps, in accordance with any applicable laws and regulations.

How long will we keep your personal data?

We may retain your private profile information for a commercially reasonable time for backup, archival, or audit purposes. We retain your Personal Data for as long as is required to fulfil the activities set out in this Privacy Policy, for as long as otherwise communicated to you or for as long as is permitted by applicable law. For example, we may retain your Personal Data if it is reasonably necessary to comply with any legal obligations, meet any regulatory requirements, resolve any disputes or litigation, or as otherwise needed to enforce this Privacy Policy and prevent fraud and abuse.

To determine the appropriate retention period for the information we collect from you, we consider the amount, nature, and sensitivity of the Personal Data, the potential risk of harm from unauthorized use or disclosure of the data, the purposes for which we process the Personal Data, and whether we can achieve those purposes through other means, and the applicable legal requirements.

For the avoidance of doubt, any information that you choose to make public on the service may not be removable

What Rules Apply to Children?

We do not knowingly collect or solicit Personal Data from anyone under the age of 21 or knowingly allow such people to book a room in our hotel. In the event we learn that we have collected Personal Data from a minor under the age of 21, steps will be taken promptly to remove that information. If you believe that we have or may have information from or about a minor under 21 years of age, please contact us.

What Happens If We make modifications to This Policy?

We reserve the right to modify and update this Privacy Policy from time to time. We will bring these changes to your attention should they be indicative of a fundamental change to the processing or be relevant to the nature of the processing or be relevant to you and impact your data protection rights.

This privacy policy may change from time to time to conform with legislation and/or industry developments. We will not explicitly inform our clients or website users of these changes. Instead, we recommend that you check this page occasionally for any policy changes. By entering a valid email address that you have access to, we will inform you about any personal information we collect that is associated with that email address and how to manage it

Access and Control of Information

We do not sell personal information of our customers to third-party data collectors and hence the “Do not sell my data” opt-out button is not on our website. Reiterating, we may collect your data for the sole purpose of completing a service request or communications.

You may opt out of any future contacts from us at any time. By contacting us via the email, phone number or address given on our website. You have the right to see what data we have about you. Change or correct any data, delete any data or express any concerns you have about the use of your data.

How to Contact Us

Questions, comments, remarks, requests, or complaints regarding this Privacy Policy or the data we have collected are welcome and should be addressed to email: frontdesk@hoteldushore.com

Or contact the hotel directly by phone: 570-928-8939

Or write to us at:

Hotel Dushore

232 S. German Street

Dushore, Pennsylvania 18614

18614

Along with our business and internal computer systems, this website is designed to comply with the following national and international legislation with regards to data protection and user privacy:

- [EU General Data Protection Regulation 2018 \(GDPR\)](#)
- [California Consumer Privacy Act 2018 \(CCPA\)](#)