

## Privacy Policy – IIDL SUITES NEW DELHI

### Introduction:

IFCI Infrastructure Development Private Limited (hereinafter "IIDL") recognizes the importance of privacy of its users and also of maintaining confidentiality of the information provided by its users as a responsible data controller and data processor.

This Privacy Policy provides for the practices for handling and securing user's Personal Information (defined hereunder) by IIDL and its subsidiaries and affiliates.

This Privacy Policy is applicable to any person ('User') who purchase, intend to purchase, or inquire about any product(s) or service(s) made available by IIDL through any of IIDL's customer interface channels including its website, mobile site, mobile app & offline channels including call centers and offices (collectively referred herein as "**Sales Channels**").

For the purpose of this Privacy Policy, wherever the context so requires "you" or "your" shall mean User and the term "we", "us", "our" shall mean IIDL. For the purpose of this Privacy Policy, Website means the website(s), mobile site(s) and mobile app(s).

By using or accessing the Website or other Sales Channels, the User hereby agrees with the terms of this Privacy Policy and the contents herein. If you disagree with this Privacy Policy please do not use or access our Website or other Sales Channels.

This Privacy Policy does not apply to any website(s), mobile sites and mobile apps of third parties, even if their websites/products are linked to our Website. User should take note that information and privacy practices of IIDL's business partners, advertisers, sponsors or other sites to which IIDL provides hyperlink(s), may be materially different from this Privacy Policy. Accordingly, it is recommended that you review the privacy statements and policies of any such third parties with whom they interact.

This Privacy Policy is an integral part of your User Agreement with IIDL and all capitalized terms used, but not otherwise defined herein, shall have the respective meanings as ascribed to them in the User Agreement.

A withdrawal of consent by you for us to process your information may:

- severely inhibit our ability to serve you properly and in such case, we may have to refuse the booking altogether, or
- unreasonably restrict us to service your booking (if a booking is already made) which may further affect your trip or may compel us to cancel your booking.

### TYPE OF INFORMATION WE COLLECT AND ITS LEGAL BASIS

The information as detailed below is collected for us to be able to provide the services chosen by you and also to fulfill our legal obligations as well as our obligations towards third parties as per our User Agreement.

**"Personal Information"** of User shall include the information shared by the User and collected by us for the following purposes:

**Registration on the Website:** Information which you provide while subscribing to or registering on the Website, including but not limited to information about your personal identity such as name, gender, marital status, religion, age, profile picture etc., your contact details such as your email address, postal addresses, frequent flyer number, telephone (mobile or otherwise) and/or fax numbers. The information may also include information such as your banking details (including

credit/debit card) and any other information relating to your income and/or lifestyle; billing information payment history etc. (as shared by you).

**Other information:** We may also collect some other information and documents including but not limited to:

- Transactional history (other than banking details) about your e-commerce activities, buying behaviour.
- Your usernames, passwords, email addresses and other security-related information used by you in relation to our Services.
- Data either created by you or by a third party and which you wish to store on our servers such as image files, documents etc.
- Data available in public domain or received from any third party including social media channels, including but not limited to personal or non-personal information from your linked social media channels (like name, email address, friend list, profile pictures or any other information that is permitted to be received as per your account settings) as a part of your account information.
- Information pertaining any other traveler(s) for whom you make a booking through your registered IIDL account. In such case, you must confirm and represent that each of the other traveler(s) for whom a booking has been made, has agreed to have the information shared by you disclosed to us and further be shared by us with the concerned service provider(s).
- If you request IIDL to provide visa related services, then copies of your passport, bank statements, originals of the filled in application forms, photographs, and any other information which may be required by the respective embassy to process your visa application.
- For international bookings, Users, in compliance with the Liberalized Remittance Scheme(LRS) of RBI or any other law may be required to provide details such as their PAN information or passport details number or any such information required by Service Provider. Such information shall be strictly used as per the aforesaid requirements only. In case a User does not wish to provide this information, IIDL may not be able to process the booking. IIDL will never share User's PAN details without their prior consent unless otherwise such action is required by any law enforcement authority for investigation, by court order or in reference to any legal process.
- In case you opt for contactless check-in at Hotels, then copies of your government identification like aadhar, driving license, election card etc., Self-declaration and any other information like date of birth, destination/origin of travel and place of residence that may be required by the concerned Hotel to honor your hotel booking.
- Your Covid-19 Vaccination status and certificate in case you wish to avail any service for provision of which such Covid-19 vaccination related information is required or want to access your vaccination certificate at a later stage for travel related or any other purpose. IIDL will never process the beneficiary id and other id details contained in the vaccination certificate.

## HOW WE USE YOUR PERSONAL INFORMATION:

The Personal Information collected may be used in the following manner:

### **While making a booking**

While making a booking, we may use Personal Information including, payment details which include cardholder name, credit/debit card number (in encrypted form) with expiration date, banking details, wallet details etc. as shared and allowed to be stored by you. We may also use the information of

travelers list as available in or linked with your account. This information is presented to the User at the time of making a booking to enable you to complete your bookings expeditiously.

**We may also use your Personal Information for several reasons including but not limited to:**

- confirm your reservations with respective service providers;
- keep you informed of the transaction status;
- send booking confirmations either via sms or Whatsapp or any other messaging service;
- send any updates or changes to your booking(s);
- allow our customer service to contact you, if necessary;
- customize the content of our website, mobile site and mobile app;
- request for reviews of products or services or any other improvements;
- send verification message(s) or email(s);
- validate/authenticate your account and to prevent any misuse or abuse.
- contact you on your birthday/anniversary to offer a special gift or offer.

## **DISCLOSURE OF INFORMATION**

In addition to the circumstances described above, IIDL may disclose User's Personal Information if required to do so:

- by law, required by any enforcement authority for investigation, by court order or in reference to any legal process;
- to conduct our business;
- for regulatory, internal compliance and audit exercise(s)
- to secure our systems; or
- to enforce or protect our rights or properties of IIDL or any or all of its affiliates, associates, employees, directors or officers or when we have reason to believe that disclosing Personal Information of User(s) is necessary to identify, contact or bring legal action against someone who may be causing interference with our rights or properties, whether intentionally or otherwise, or when anyone else could be harmed by such activities.

Such disclosure and storage may take place without your knowledge. In that case, we shall not be liable to you or any third party for any damages howsoever arising from such disclosure and storage.

## **ELIGIBILITY TO TRANSACT WITH IIDL**

You must atleast 18 years of age to transact directly with IIDL and also to consent to the processing of your personal data.

## **CHANGES TO THE PRIVACY POLICY**

We reserve the rights to revise the Privacy Policy from time to time to suit various legal, business and customer requirement. We will duly notify the users as may be necessary.

**You may always submit concerns regarding this Privacy Policy via email to us at [sales.newdelhi@iidlhospitality.com](mailto:sales.newdelhi@iidlhospitality.com). IIDL shall endeavour to respond to all reasonable concerns and inquires.**