

# NSN HOTEL PRIVACY POLICY

- **Last updated: 18/03/2021**

NSN Hotels is ensured to protecting your information. This notice provides details about the information we collect about you, how we use it and how we protect it. It also consists your rights and how to contact us if you have questions about how we use your information. Information about NSN Hotels. In this privacy notice, references to “NSN Hotels”, is to New Stay Nest OPC Pvt Ltd.

- **Scope of our Notice**

NSN Hotels is ensured to protecting your information. This notice provides details about the information we collect about you, how we use it and how we protect it. It also consists your rights and how to contact us if you have questions about how we use your information. Information about NSN Hotels. In this privacy notice, references to “NSN Hotels”, is to New Stay Nest OPC Pvt Ltd.

- This notice applicable to all who interacts with via any channel (e.g. application, website, email, phone, direct channels to NSN Hotels accommodations. We may give you additional privacy notices if required. If you book a stay through us at one of our partners' guest houses, hotels and other lodgings that partner will use your personal data as shown in their privacy notice.

This notice applies to every individuals who enquire about, purchase or make use of our products and services, such as when a user signs up with us, modifies individual account, makes a booking (whether through our app, website, in person or via any other channel), requests on-demand services, contacts customer support, stays at NSN channels accommodations or otherwise communicates or interacts with NSN Customer care. It describes how we handle your information, regardless of the way you contact us (e.g. application, website, email, phone, direct to NSN accommodations, etc.). Sometimes we will provide you with additional information or notices, depending on the way we interact with each other, e.g. if you use particular functionality on our application, we may explain how that functionality uses your information.

NSN Hotels offers accommodation in both NSN Hotels guest houses, hotels and other residential places. If you book any stay through us at one of our partners' accommodations, that partner will use your personal information as shown in their privacy notice (which can normally be found on our partner's website or is provided by our partner via email or at check-in).

NSN Hotels website and app is not aimed at children, and we do not allow children below the age of 18 to book accommodation or stay at our accommodations without a responsible adult. This privacy notice is therefore not aimed at children. If you

provide us with information about your children, it is processed as described in this notice. If you have any questions about this, please contact us.

- **Which way we obtain personal information?**

We obtain personal information from you and from travel agents and others who book accommodation for you. Where you provide us with information about other individuals (e.g. the names of others who you will stay at the accommodation you book), you must ensure that they have seen a copy of this privacy policy and are comfortable with you doing this. We obtain personal information from you through your interactions with us, including by telephone (please note that we record or monitor our calls for compliance and quality assurance purposes), by email, via our websites, via our application, via post, via, social media or face to face e.g. in our NSN Hotels accommodations. We also obtain your personal information from third parties such as:

1. Others who book accommodation for you
2. Accommodation providers
3. Service providers who work with us in relation to our product or service
4. If your work role involves you booking corporate employee accommodation, third parties who identify you as the appropriate contact for marketing our services to your organisation.

- **Legal**

We process your personal information for a number of legal interests, including providing you with services, administering our relationship with you, for marketing and service/product improvement purposes and in order to exercise our rights or handle claims. More detailed information about our legal interests is set out below. We process your personal information for the following legal interests (taking into account your interests, rights and freedoms):

To provide and administer our products and services in respect of your booking, e.g. provide products and services requested (including our loyalty programme if applicable), send service communications (including updates about your accommodation arrangements), facilitate payments, send receipts and provide customer support. To administer our relationship with you, our business and our third-party providers (e.g. to investigate complaints, confirm that our providers have provided the correct service to you and invoiced correctly for them, etc).

To ensure that you can interact with us securely, e.g. we authenticate users;

To improve our services and develop new features for the Nest Hotels application, website and offering, including to troubleshoot software bugs and operational problems; to conduct data analysis, testing, and research; and to monitor and analyse usage and activity trends.

To send you marketing that we think will be of interest to you (including information about products, services, promotions, news, and events) and to personalise your experience of us (in each case as permitted by law), including to identify your preferences, provide or recommend features, content, social connections, referrals,

and advertisements. You can opt-out of marketing at any time by clicking the unsubscribe link in any emails you receive, adjusting your device settings to block notifications or contacting us.

To prevent fraud and abuse of our services.

To enforce or apply our website terms of use, our policy terms and conditions or other contracts, or to protect the rights, property, or safety of NSN, our customers, or others.

To exercise our rights and to defend ourselves from claims or To participate in, or be the subject of, any sale, merger or acquisition or all or part of the NSN business.

To ensure that the processing of personal information we carry out for the purpose of achieving these interests is proportionate, we have carefully balanced these legal interests and your interests and fundamental rights and freedoms. For further details of this balancing test, please contact us

- **Marketing Preferences**

We use your personal information to send you marketing by post, telephone, social media platforms, email, SMS, application notifications and silent notifications to track installation status of the application. We may also use your personal information to carry out online paid marketing activities in the nature of retargeting.

We also use technology to help us understand your personal preferences and interests so that we can send recommendations and marketing communications that are likely to be of more interest to you. Using technology in this way is sometimes known as profiling.

If you wish to unsubscribe from emails sent by us, you can do so at any time by clicking on the "unsubscribe" link that appears in all emails and by adjusting the settings on your device to turn off notifications from our app. Otherwise, you can always contact us at [admin@nsnhotels.com](mailto:admin@nsnhotels.com) to update your contact preferences. You may also object to profiling relating to direct marketing by contacting us at [admin@nsnhotels.com](mailto:admin@nsnhotels.com).

- **Analytics and Advertising Services Provided by Others**

We also use Google Place API to make suggestions based on your location or search strings. We may allow others to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, web beacons, SDKs, and other technologies to identify your device when you visit our site and use our Services, as well as when you visit other online sites and services. For more information about these technologies and service providers, please refer to our Cookie Statement.

NSN Hotels is using Google Place API for place prediction. Please refer to their

privacy policy. <http://www.google.com/privacy.html>

- **Sharing your information**

We share your information with our partners and with others who help us provide services to you (e.g. your accommodation provider). We also share your information in accordance with the law. For more information on who we share your information with, please expand this section.

We share your information for the purposes set out in this privacy policy, with the following categories of recipients:

With accommodation managers to enable them to provide the services you request, e.g. we share your name and expected check-in time

Your contact if you use a referral feature

1. The general public, if you submit content in a public forum, such as blog comments, social media posts, or other features of our services that are obviously viewable by the general public. For example, you may choose to use social sharing features and related tools which let you share your NSN experience with other apps, sites, or media, and vice versa. Your use of these features enables the sharing of information with your friends or the public, depending on your social sharing service settings. Please refer to the privacy policies of those social sharing services for more information about how they handle the data you provide to or share through them
2. With the police in the exercise of their functions or with others as required by a court order; Where we share your personal information, appropriate protections will be in place to protect your personal information as required by data protection laws.

- **Retention Period**

We retain your personal information in accordance with NSN records retention policies. However, there may be circumstances that mean we must retain your personal information for longer (e.g. if you make a claim in relation to a booking). We retain your personal information in accordance with NSN records retention policies. In order to determine how long it is necessary to retain your personal information, we calculate retention periods in accordance with the following criteria:

1. The currency of your relationship with us and the types of products or services you have with us.
2. The length of time it is reasonable to keep records to demonstrate that we have fulfilled our obligations to you and under law
3. Any limitation periods within which claims might be made
4. Any retention periods prescribed by law or recommended by regulators, industry bodies or associations
5. The existence of any relevant proceedings

- **Your rights**

Data protection laws in the EEA and some other countries provide individuals with rights in relation to the information that NSN holds about them on some computer

and paper records. These include rights to access, correct, delete, restrict the use of, object to the use of, port to another person, and withdraw consent to the use of, your information. Exceptions may apply to these rights. If you withdraw your consent, this will not affect the lawfulness of use of your personal information prior to the withdrawal of your consent.

These rights may not apply in all cases. If we do not comply with your request, we will explain why. In response to a request, we will ask you to verify your identity if we need to, and to provide information that helps us to understand your request better. If you would like more information about your rights or to exercise any of your rights, please contact [admin@nsnhotels.com](mailto:admin@nsnhotels.com)

- **Data protection contacts**

If you have any questions, comments, complaints or suggestions in relation to this notice, or any other concerns about the way in which we process information about you, please contact our Privacy Team at [admin@nsnhotels.com](mailto:admin@nsnhotels.com)

If you are not satisfied with the response from our Privacy Team, you can contact our Data Protection Officer at [[admin@nsnhotels.com](mailto:admin@nsnhotels.com)].

You also have a right to make a complaint to your local privacy supervisory authority. If you are in the EU, you can lodge a complaint with another supervisory authority which is based in the country or territory where:

You are living

You work, or

The alleged infringement took place