

# Hostelworld - Data Protection Notice

## What is the purpose of this notice?

Hostelworld has been processing online hostel reservations since 1999, and while much has changed in the world of hostel travelling over the years, one thing that hasn't is our commitment to protecting your privacy. This notice sets out details of the information that we collect about you, how we process it, to whom we disclose it, and your rights under data protection law in relation to our processing of your data.

This data protection notice covers personal data that is collected through all of our websites (such as Hostelworld, Hostelbookers and Hostels.com), through our mobile sites and applications, and through booking engines that are integrated into third party websites. Although you should bear in mind that where you access our booking engine on a third-party website, this data protection notice only applies to information we collect through your use of the booking engine, and does not apply to data collected or held by the operator of the third party website.

## Who controls the use of your personal data?

When this data protection notice mentions "we", "us", "our" or "Hostelworld" we are referring to Hostelworld.com Limited. This is the Irish company that operates the booking platform that allows you to make reservations, and is in charge of the processing of your personal data. For more information about us, and contact details for our Data Protection Officer, please [click here](#).

## What personal data is collected?

In order for us process your booking we will ask you for certain information, such as your name, your email address, your payment information and booking details. We also collect certain information from the device you use to access our website, such as your IP address, what browser you use and what type of device you are using. In addition to the information that we collect ourselves, we sometimes receive information that is collected on our behalf by third parties, such as when you see a Hostelworld advert displayed on a third party site. For more details about the information that we collect, please [click here](#).

### Information that you give to us:

Most of the personal data that we collect about you will be information that you have given to us yourself. This might include:

- **Account** - If you set up an account with us, we will store details of your username and password, your settings preferences (e.g. language, currency and distance units), your past trips and any wish lists that you create.

- **Booking Details** - When you make a booking we will ask you for information that we need in order to process the booking. This will include your name, email address, nationality, gender, mobile number (if you want to receive a free confirmation by SMS message) and your payment details.
- **Queries and Complaints** - If you contact our Customer Service team with a query or a complaint, we will record details of the query or complaint and how it is dealt with on our systems. We may also seek further details about the query or complaint from an accommodation provider, which we will also record in our systems.
- **Reviews** - If you leave a review in relation to your stay at a property, this will be linked to your Hostelworld account, which means we will treat it as containing your personal data.
- **Email Marketing** - When we collect your email address we will record your preferences regarding receipt of marketing emails from us in relation to our own products and services and those of third parties.
- **Competitions** - If you enter into a competition, we will collect details from you in order to enter you into the competition (e.g. your name, email address and your competition entry).
- **Location Data** - If you enable location services for our app and perform a search using your current location or view map directions to the hostel from your location, we will record your location. We also use your IP address to determine what country you are in when you make a booking.
- **Surveys** - If you participate in a survey, we will record your responses to the survey. In some cases we anonymise your responses, but where we don't do this we will let you know.

#### **Personal information that we collect automatically:**

When you use our websites, mobile apps or booking engines we use various technologies to automatically capture details about the device you are using and how you interact with our platforms. This information includes:

- **Device Details** - We automatically collect details about the device you are using, including its IP address, its device ID, the browser you are using, and the operating system that the device uses.
- **How You Interact With Our Site** - We record details about how you use our websites and mobile apps, like the date and time that you visit, what pages you visit, how long you stay on the pages, where you have clicked on a page, and details of any crashes or system bugs you might encounter.
- **How You Got Here** - Where we can, we record how you arrived on our website (e.g. from a search engine, or by clicking on one of our adverts).

#### **Personal information we receive from other sources:**

Although we mainly collect information directly from you, there are circumstances where we collect information from third party sources. These circumstances include:

- **Affiliates** - We operate an affiliate programme under which third parties advertise our website on our behalf. If you click on one of those advertisements you are directed to our website using a technology that allows us to understand which affiliate referred you. We then track if you make a booking, and if you do we attribute that booking to the affiliate for the purposes of paying them a commission. However, we don't provide the affiliate with any personal information in relation to you.
- **Property** - If there are any issues with your stay at a property, the property might contact us with information about the issue.

- **Advertisements** - When we work with third parties to display advertisements we may use technologies like cookies or pixel tags to record details of your interaction with those advertisements. This data is sometimes sent to us through cookies and pixel tags that are set on our behalf by those third parties.

## Why do you use my personal data?

As you probably expect, the main reason we use your personal data is in order to process your bookings and to deal with any queries or issues that arise in relation to those bookings. We also use your personal data for a number of other reasons, such as tailoring adverts and our marketing emails so they are relevant to you, monitoring your use of our websites and apps to help us make improvements, and to provide the additional services that we make available on our website and apps. For more details about why we use your personal data, [click here \(http://www.hostelworld.com/cookiespolicy.php\)](http://www.hostelworld.com/cookiespolicy.php).

## Information you are required to provide

You are not obliged to provide us with any of your personal data. However, if you want to make a booking you will need to provide us with the information that is indicated as required on our checkout page. If you don't provide us with this information, we won't be able to process your booking. Similarly, you may be required to provide certain information if you want to enter into a competition, participate in a survey, or if you contact our Customer Services team with a query or complaint. We will inform you where such information is required.

## Who do we share your personal data with?

In order to process your booking we have to send your details to the property that you have booked. This includes making your credit or debit card details (not including the CVV code, which we do not store) available to the property in order for them to take payments where this is required (e.g. the charges that are applicable if you fail to show up at a property and have not cancelled your booking in accordance with the property's cancellation policy). If you purchase an ancillary service we may need to share personal data with the third-party service provider so that they can provide you with that service.

As part of our online advertising programmes we may share your personal data with third parties, who will combine it with data that they hold about you in order to tailor adverts that appear on third-party websites (which may be our own adverts, or adverts we serve on behalf of third parties). Where this data is shared you are not directly identifiable from the information itself, as we use technologies that use non-personally identifiable codes and tags.

We also use a number of service providers to assist us in providing our services, some of whom will have access to your data (e.g. we use various software service providers who host our data as part of their services). Where we engage a third party to process your data on our behalf, we make sure that they respect your privacy rights and that they process data in accordance with data protection law.

Although we hope it never happens, on very rare occasions our customers can get into difficulties whilst travelling. Where we think that there is a risk to your health or wellbeing, we may share your personal data with third parties in order to get you help (e.g. we might be asked to assist with locating a missing person). We may

also receive requests from law enforcement agencies for personal data that we hold. In such circumstances we will only share your personal data with such law enforcement agencies in compliance with data protection law.

For further details of third parties who we share your personal data with, please [click here](#).

## **Transfers outside of the EU**

There are certain circumstances where we will transfer your personal data outside of the European Union to a country which is not recognised by the European Commission as providing an equivalent level of protection for personal data as is provided for in the European Union. The most common of these is where we transfer personal data to an accommodation provider so that they can fulfil your booking. We may also transfer your personal data outside of the European Union in connection with the operation of our business, such as when we use a service provider that is based in another jurisdiction. If we transfer your personal data outside of the European Union please rest assured that we will ensure that appropriate measures are in place to protect your personal data and to comply with our obligations under applicable data protection law. Please [click here \( #\)](#) for more details.

## **Retention of personal data**

We retain your personal data in accordance with our record retention policy. The record retention policy operates on the principle that we keep personal data for no longer than is necessary for the purpose for which we collected it, and in accordance with any requirements that are imposed on us by law. This means that the retention period for your personal data will vary depending on the type of personal data. For further information about the criteria that we apply to determine retention periods please [click here](#).

## **Important Information about Consent**

When we process your personal data on the basis of your consent, you are free to withdraw that consent at any time. You can withdraw your consent by contacting us using the contact details at the bottom of this notice. If your consent relates to receiving email marketing you can use the unsubscribe link in the email, or if it relates to app notifications you can turn off app notifications using your device settings. Please note that if you withdraw your consent we may not be able to continue to provide the related service to you.

## **Your rights under data protection law**

You have various rights under data protection law in connection with our processing of your personal data. For example, you have the right to request a copy of your personal data that we hold and to request that we correct any errors in the personal data that we hold. These rights are subject to certain exceptions and exemptions. For more details about your rights, [click here](#).

## Other Relevant Privacy Policies

Some of our third party advertising partners ask us to make you aware of their privacy policies. These policies are available by following the links below:

- [Facebook \(https://www.facebook.com/policies/cookies/\)](https://www.facebook.com/policies/cookies/)
- [Instagram \(https://help.instagram.com\)](https://help.instagram.com)
- [Twitter \(https://twitter.com/en/privacy\)](https://twitter.com/en/privacy)
- [Snapchat \(https://www.snap.com/en-GB/privacy/privacy-policy/\)](https://www.snap.com/en-GB/privacy/privacy-policy/)
- [Google \(https://policies.google.com/privacy\)](https://policies.google.com/privacy)

## Questions and Complaints

If you have any queries or complaints in connection with our processing of your personal data, you can get in touch with us using the following contact details:

Email: [DataProtectionOfficer@hostelworld.com](mailto:DataProtectionOfficer@hostelworld.com)

(<mailto:DataProtectionOfficer@hostelworld.com>) Phone: +353 1 498 0700

Post: Hostelworld.com Limited, One Central Park, 2nd Floor, Leopardstown, Dublin 18, Ireland

You also have the right to lodge a complaint with the Irish Data Protection Commission, or your local supervisory authority, if you are unhappy with our processing of your personal data. Details of how to lodge a complaint can be found on the [www.dataprotection.ie](http://www.dataprotection.ie) website, or you can call the Data Protection Commission on +353 1 890 252 231.

© 1999–2019 **Hostelworld.com Limited**

[Data Protection Notice \(https://www.hostelworld.com/securityprivacy.php\)](https://www.hostelworld.com/securityprivacy.php) | [Terms & Legal \(https://www.hostelworld.com/hosteltermsandconditions.php\)](https://www.hostelworld.com/hosteltermsandconditions.php) | [Website Testing \(https://www.hostelworld.com/website-testing\)](https://www.hostelworld.com/website-testing) | [Site Map \(https://www.hostelworld.com/hwsitemap/\)](https://www.hostelworld.com/hwsitemap/) | | |

---

 [Help \(https://hwhelp.hostelworldgroup.com/hc/en-us\)](https://hwhelp.hostelworldgroup.com/hc/en-us)

