

User Data Policy

Effective Date: 06-September-2025

Last Updated: 06-September-2025

1. Introduction

Rabbitstay (“Company,” “we,” “our,” or “us”) respects the privacy of its users (“you,” “your”) and is committed to safeguarding your personal data. This User Data Policy outlines how Rabbitstay collects, processes, stores, and protects your information when you use our services, including our website, mobile applications, and other platforms related to hotel bookings.

2. Scope

This policy applies to all users of Rabbitstay services across India and globally, wherever our services are available. It covers data collected directly from users as well as indirectly via third-party integrations such as payment processors, hotel partners, and analytics providers.

3. Data We Collect

Rabbitstay may collect the following categories of data:

3.1 Personal Identification Information

- Full name, phone number, email address, postal address.
- Identity verification documents (only where legally required, e.g., hotel check-ins).

3.2 Booking & Transaction Information

- Hotel booking details, stay dates, preferences.

- Payment-related details (processed securely through authorized third-party gateways).

3.3 Technical & Usage Data

- IP address, device identifiers, browser type, operating system.
- Cookies, log data, and app usage activity.

3.4 Location Data (Optional)

- Collected only if you enable location services, used to provide personalized hotel search results.
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4. Purpose of Data Collection

We use your data for the following purposes:

1. To process, confirm, and manage hotel bookings.
 2. To provide customer support and handle queries.
 3. To send booking confirmations, invoices, and important notifications.
 4. To personalize services, offers, and recommendations.
 5. To conduct analytics, improve our platform, and enhance user experience.
 6. To comply with legal, regulatory, and tax obligations.
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5. Data Sharing & Disclosure

We do not sell or rent your personal information. However, your data may be shared with:

- Hotels & Service Partners – for fulfilling bookings and related services.

- Payment Gateways & Banks – for secure transaction processing.
 - Technology Providers – for hosting, analytics, and customer support systems.
 - Legal & Regulatory Authorities – where required under applicable laws.
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6. Data Retention

- We retain personal data only as long as necessary to provide services or comply with applicable laws.
 - Booking records may be retained for legal and tax purposes for up to 7 years.
 - Data no longer required is securely deleted or anonymized.
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7. Data Security

We take appropriate technical and organizational measures to safeguard your personal information, including:

- Secure servers with restricted access.
 - Encryption of sensitive data during transmission.
 - Regular security audits and monitoring.
 - Access limited only to authorized personnel.
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8. User Rights

As a user of Rabbitstay, you have the right to:

1. Request access to your personal data.

2. Request correction of inaccurate or outdated information.
3. Request deletion of your data, subject to legal requirements.
4. Opt out of receiving promotional communications.
5. Withdraw consent for optional services such as location tracking or marketing emails.

All requests can be made by contacting us at support@rabbitstay.com.

9. Cookies & Tracking Technologies

Rabbitstay uses cookies and similar technologies to:

- Improve site functionality and user experience.
- Analyze usage trends and traffic patterns.
- Deliver personalized recommendations and promotions.

Users can manage or disable cookies through browser settings.

10. Third-Party Links

Our platform may include links to external websites (such as hotel partners). We are not responsible for the privacy practices of third-party sites and encourage users to review their policies separately.

11. Children's Data

Rabbitstay services are not intended for users under the age of 18. We do not knowingly collect personal data from minors. If such data is inadvertently collected, it will be deleted immediately.

12. Policy Updates

Rabbitstay reserves the right to update or amend this policy periodically. Significant changes will be communicated via email or posted on our platform. Continued use of our services constitutes acceptance of the updated policy.

13. Contact Information

If you have any questions, concerns, or requests regarding this User Data Policy, please contact us:

Email: rabbitstay221@gmail.com

Address: Cabin No1, 1st floor, Plot No29, Sonali housing society, Panchavati Colony, New Bowenpally, Secunderabad- 500009.