Data Protection Policy

At EvoStar Short Stays Ltd, we are committed to protecting the privacy and security of your personal information. This Data Protection Policy outlines how we collect, use, store, and disclose the information obtained through the booking process, including any images of identification documents provided by guests.

1. Collection of Information: We collect personal information from guests through online travel agents, check-in forms, emails, text messages and phone calls during the booking process. This is done to facilitate their stay and ensure their safety and security. The information collected may include, but is not limited to:

- Full name
- Contact information (email address, phone number, address)
- Date of birth
- Emergency contact details
- Any specific requirements or preferences
- Image of government-issued identification (ID) for verification purposes

2. Use of Information: The information collected is used for the following purposes:

- Confirming and managing reservations
- Communicating with guests regarding their stay
- Providing personalised services during the guest's stay
- Ensuring compliance with legal obligations, such as age verification
- Facilitating emergency assistance if required

We may also use your personal information for marketing purposes, such as sending you promotional offers and updates about our services. If you prefer not to receive marketing communications from us, you can opt-out at any time by following the unsubscribe instructions provided in our emails or by contacting us directly at admin@evostarshortstays.co.uk.

3. Storage and Security: We take the security of your personal information seriously. All data collected, including images of identification documents, are stored securely and accessed only by authorised personnel.

4. Disclosure of Information: We do not sell, rent, or lease your personal information to third parties. However, we may disclose your information in the following circumstances:

- To trusted third-party service providers who assist us in operating our website, conducting our business, or servicing you, as long as those parties agree to keep this information confidential.
- When required by law or in response to valid legal requests, such as court orders or subpoenas.

5. How We Store Your Personal Information: We keep your personal information for up to 2 years. When your information is no longer required, it will be securely deleted or anonymised.

6. Consent: By contacting us and providing your personal information, including an image of your ID, you consent to the collection, use, and disclosure of your information as outlined in this policy. You have the right to withdraw consent at any time.

7. Rights of Guests: You have the right to request access to, correction of, or deletion of your personal information held by us. If you wish to exercise any of these rights or have any questions about our data protection practices, please contact us using the contact details provided below.

8. Changes to the Policy: We reserve the right to update or modify this Data Protection Policy at any time. Any changes will be effective immediately upon posting the revised policy on our website.

9. How to Complain: If you have any concerns about our use of your personal information, you can make a complaint to us at admin@evostarshortstays.co.uk. You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: https://www.ico.org.uk

Contact Information: If you have any questions or concerns regarding this Data Protection Policy or our data handling practices, please contact us at admin@evostarshortstays.co.uk

By submitting the guest check-in form, you acknowledge that you have read, understood, and agree to the terms outlined in this Data Protection Policy.