

Privacy Policy

Overview

The Privacy Policy covers the practices for handling and securing your Personal Information by Hari Om Gokarna. This Privacy Policy is applicable to persons who purchase any product or services from Hari Om Gokarna only through a Sales Channel owned and operated by Hari Om Gokarna (like website, mobile site, mobile app & tele support). This Privacy Policy also applies to persons who visit any of Hari Om Gokarna 's branches or affiliates.

This privacy statement does not apply to the websites, mobile sites and mobile apps of other third parties, even if their websites are linked to Hari Om Gokarna Website, travel agents and/or agencies. We recommend that you review the privacy statements of the other parties with whom you engage for the enquiry/booking.

Hari Om Gokarna comprises of a namesake proprietary concern operating out of Gokarna, Karnataka, India and any or all of its branches, subsidiaries and affiliates operating under the umbrella of the brand and website. As a user or customer of Hari Om Gokarna , and/or services offered by its branches and franchisees & affiliates, the person agrees with this Privacy Policy and the terms and conditions mentioned herein.

What Personal Information we collect from you and how we use it?

'Personal Information' means and includes all information that can be linked to a specific individual or to identify any individual, such as name, address, mailing address, telephone number, email address, credit card number, cardholder name, expiration date, information about the travel, bookings, passengers, frequent traveller / visitor numbers, and any and all details that may be necessary from the customer.

When you visit Hari Om Gokarna 's website, we may collect information regarding the domain and host from which you access the internet, the internet protocol address of the computer or internet service provider you are using, and anonymous statistical data. The website and mobile site uses cookie and tracking technology depending on the features offered. Personal Information will not be collected via cookies and other tracking technology; however, if you previously provided personally identifiable information, cookies may be tied to such information.

When browsing our Website, you are not required to provide any Personal Information unless and until you choose to make a purchase or sign up for one of our e-mail newsletters or other services as described below

Making a Purchase

In order to purchase accommodation, travel and/or related services through our Website, you must provide our payment gateway with certain financially sensitive personal information including, but not limited to information such as your name, credit card number and expiration date, credit card billing address, telephone number, e – mail address and the name or names of the person(s) traveling with you, and an authorisation letter of for the use of the credit card (if you are not travelling). We may also ask you for other Personal Information as mandated by the law enforcement authorities, such as your Government ID which has an address, as also other voluntary information such as your frequent visitor numbers. We require this information to process, fulfill and confirm your reservations and transactions and keep you informed of each transaction's status. If you are making a reservation for one or more travelers other than yourself, you must confirm and represent that each of these other travelers have agreed, in advance, that you may disclose their Personal Information to us.

User ID & Personal Data

We are mandated by the government as well as the law enforcement agencies to have verifiable contact information for each and every guest that resides in our property for any length of time. The data that we are mandated to collect includes, but not limited to the following:

1. Name in full per the Government ID
2. Government IDs that have the guest address (Aadhaar, valid driver's license, voter ID card, Passport). PAN cards are not acceptable, as it does not carry the guest address.
3. Address
4. Phone Number
5. EMail ID
6. Arrival From / Departure To, and associated Dates
7. Passport **(Foreign Nationals)**
8. Visa / OCI **(Foreign Nationals)**
9. Arrival into India **(Foreign Nationals)**
10. Scheduled departure from India **(Foreign Nationals)**
11. Working Status **(Foreign Nationals)**
12. Other relevant data as specified by the Government of India, through its law enforcement agencies

While we maintain this data irrespective of your wish for us to keep it or not, if you do not wish us to use it, we put it in a secure database that we open only upon specific request from the law enforcement agencies.

User Registration

If you choose to become a registered member of Website, you might provide your name, address, telephone number, e-mail address, a unique login name, password, and password validation, and depending on the website features at the time of registration, a password hint to help you remember your password. This information is collected on the registration form for several reasons including but not limited to:

- Personal identification, account set up and administration
- To complete the travel and stay reservations
- To allow us to contact you for customer service purposes, if necessary
- To customize the content of our website, mobile site and mobile app to strive to meet your specific needs;
- To make product or other improvements;
- To confirm your new member registration and each reservation you make.
- Personalisation of content, business information or user experience
- Delivering marketing and events communication
- Carrying out polls and surveys
- Internal research and development purposes
- Providing goods and services
- Legal obligations (eg prevention of fraud)
- Meeting internal audit requirements

While we maintain this data irrespective of your wish for us to keep it or not, if you do not wish us to use it, we put it in a secure database that we open only upon specific request from the law enforcement agencies.

User Profile

As a member, you can choose to complete your online profile by providing us with travel preferences, frequent – traveller or affinity numbers, credit card billing information, residential address, and other Personal Information. This information is primarily used to assist you in making reservations quickly without having to type in the same information repeatedly.

Surveys

Hari Om Gokarna values opinions and comments from members, so we occasionally conduct surveys, both online and offline. Participation in these surveys is entirely optional. Typically, the information is aggregated, and used to make improvements to the website, mobile site and mobile app and its services and to develop appealing content, features and promotions for members. Survey participants are anonymous unless otherwise stated in the survey.

Promotions & Sweepstakes

Hari Om Gokarna occasionally sponsors promotions and sweepstakes to give members the opportunity to utilise great deals on offer. Information collected by us for such activities may include contact information and survey questions. We use the contact information to notify contest winners and survey information to develop promotions and product improvements. As a member you will also occasionally receive updates from us about sales, special offers, new Hari Om Gokarna services, and other noteworthy items (like savings and benefits on hotel reservations, holiday packages, and other travel services). In addition, you may look forward to receiving monthly newsletters and exclusive promotions offering special deals. However, you may choose at any time to no longer receive these types of e – mail messages.

Automatic Logging of Session Data

We automatically log generic information about your devices connection to the Internet, which we call “session data”, that is anonymous and not linked to any Personal Information. Session data consists of things such as IP address, operating system and type of browser software being used and the activities conducted by the user while on the device. An IP address is a number that lets devices attached to the internet, such as our web servers, know where to send data back to the user, such as the pages of the website the user wishes to view. We collect session data because it helps us analyse such things as what items visitors are likely to click on most, the way visitors are clicking through the website/ mobile site/ mobile app, how many visitors are surfing to various pages on the website/ mobile site/ mobile app, how long visitors are staying and how often they are visiting. It also helps us diagnose problems with our servers and lets us better administer our systems. Although such information does not identify any visitor personally, it is possible to determine from an IP address a visitor’s Internet Service Provider (ISP), and the approximate geographic location of his or her point of connectivity

Cookies

Cookies are small pieces of information that are stored by your browser on your device’s hard drive. Cookies are only read by the server that placed them, and are unable to do such things as run programs on your computer, plant viruses or harvest your Personal Information. The use of cookies is very common on the Internet.

Hari Om Gokarna ’s use of cookies is similar to that of any other reputable online companies. No personally identifiable information (PII) about you (e.g., name, address, etc.) is gathered or stored in the cookies placed by a website or mobile site and, as a result, none can be passed on to any third parties. Cookies allow us to serve you better and more efficiently, and to personalize your experience at our website and mobile site. Hari Om Gokarna uses cookies to personalize your experience on the website and mobile site, and with respect to advertisements.

As to the personalization of experience, these types of cookies may allow you to log in without having to type your login name each time (only your password is needed); we may also use such cookies to display an advertisement to you while you are on the Website or mobile site or to send you a ‘best day to buy email (or similar emails –

assuming you have not opted out of receiving such emails) focusing on destinations in which we think you might be interested. None of this information is passed to any third party, and is used solely by us to provide you with a better user experience on the Website and mobile site.

A cookie may also be placed by our advertising server. Such cookies are used only for purposes of tracking the effectiveness of advertising served by us on our website and mobile site and no PII is gathered from you by the use of these cookies, nor is this information shared with any third parties. Similarly, a cookie may be placed by our third – party advertising companies or advertisement providers or servers. These companies may use aggregated statistics about your visits to our websites or mobile sites in order to provide advertisements about travel – related goods and services that you may be interested in or any goods and services of potential interest to you. The information they collect does not include your PII.

The third – party advertising companies or advertisement providers may also employ technology that is used to measure the effectiveness of ads. Any such information is anonymous. They may use this anonymous information about your visits to our websites in order to provide advertisements about goods and services of potential interest to you. No PII is collected during this process. The information is anonymous, and does not link online actions to an identifiable person.

Most Web browsers automatically accept cookies. Of course, by changing the options on your web browser or using certain software programs, you can control how and whether cookies will be accepted by your browser. Hari Om Gokarna supports your right to block any unwanted Internet activity, especially that of unscrupulous websites. However, blocking Hari Om Gokarna cookies may disable certain features on the website and mobile site, and may make it impossible to purchase or use certain services available on the website and mobile site. Please note that it is possible to block cookie activity from certain websites while permitting cookies from websites you trust.

Others

From time to time we may add or enhance services available on the Website. To the extent these services are provided, and used by you, we will use the information you provide to facilitate the service requested. For example, if you email us with a question, we will use your email address, name, nature of the question, etc. to respond to your question. We may also store such information to assist us in making the Website the better and easier to use.

With whom your Personal Information is shared?

When you reserve or purchase travel services through us, we might need to provide certain of your Personal Information to the associate airline, hotel, car – rental agency, travel agency or any other involved third party to enable the successful fulfilment of your travel arrangements.

However, we do not sell or rent individual customer names or other Personal Information to third parties except sharing of such information with our alliance partners or vendors who are engaged by us for providing various promotional and other benefits to our customers from time to time basis their booking history with us.

We may also share certain filtered Personal Information to our business partners who may contact the customers to offer certain products or services (which may include free or paid products / services) which will enable the customer to have better travel experience or to avail certain benefits specially made for Hari Om Gokarna Customers. Examples of such partners are entities offering co-branded credit cards, travel insurance, insurance cover against loss of wallet, banking cards or similar sensitive information etc.

We use non – personally identifiable information in aggregate form to build higher quality, more useful online services by performing statistical analysis of the collective characteristics and behaviour of our customers and visitors, and by measuring demographics and interests regarding specific areas of the website, mobile site and mobile app. We may provide anonymous statistical information based on this data to suppliers, advertisers, affiliates and other current and potential Business partners. We may also use such aggregate data to inform these third parties as to the number of people who have seen and clicked on links to their websites.

Occasionally, Hari Om Gokarna will hire a third party to act on our behalf for projects such as market – research surveys and contest – entry processing and will provide information to these third parties specifically for use in connection with these projects. The information (including aggregate cookie and tracking information) we provide to such third parties, alliance partners, or vendors are protected by confidentiality agreements and such information is to be used solely for completing the specific project, and in compliance with the applicable regulations.

How you can opt-out of receiving our promotional e-mails?

At any time, you may unsubscribe from our newsletters or promotional services by sending us an email with the subject “Unsubscribe”, and we will stop all communication within 40 working days

You will occasionally receive e-mail updates from us about sales, special offers, new Hari Om Gokarna services, and other noteworthy items. We hope you will find these updates interesting and informative. If you wish not to receive them, please follow the instructions in each e – mail message or send us an email unsubscribe@hariomgokarna.com from the email ID that is registered on our website

Hari Om Gokarna reserves the right to limit membership to those who will accept e – mails.

What other information should I know about my privacy?

Our website and mobile site/application, brochure(s), or any other promotional material, may contain links to other websites. Please note that when you click on one of these links,

you are entering another website for which Hari Om Gokarna has no responsibility. We encourage you to read the privacy statements of all such sites as their policies may be materially different from this Privacy Policy. Of course, you are solely responsible for maintaining the secrecy of your passwords, and your membership account information. Please be very careful, responsible, and alert with this information, especially whenever you're online.

In addition to the circumstances described above, Hari Om Gokarna may disclose member information if required to do so by law, court order, as requested by other government or law enforcement authority, or in the good faith belief that disclosure is otherwise necessary or advisable including, without limitation, to protect the rights or properties of Hari Om Gokarna or any or all of its affiliates, associates, employees, directors or officers or when we have reason to believe that disclosing the information 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. In addition, if Hari Om Gokarna or substantially all of its assets are acquired, our customer information will most likely also be transferred in connection with such acquisition.

We review our Privacy Policy from time to time, and we may make periodic changes to the policy in connection with that review. Therefore, you may wish to bookmark this page and/or periodically review this page to make sure you have the latest version.

You may always submit concerns regarding this Privacy Policy via email to privacy@hariomgokarna.com Hari Om Gokarna will respond to all reasonable concerns or inquiries within 15-30 working days.

Your rights in relation to personal data

- **access to your personal information, correction and deletion**

You have absolute right over your personal information and have the right to correct and/or seek removal of some or all of your user identifiable data from our databases, except the data that we mandatorily need to maintain for the law enforcement and government authorities like your ID, address, phone number and email.

- **withdrawal of consent, restriction of processing and objection**

If there are conditions on the personal data being processed, or if you have specific requirements regarding how we handle certain data, please feel free to write to us at privacy@hariomgokarna.com and we will cater to the requirement within the purview of the rules laid down by the law enforcement and government authorities.

What legal basis do we have for processing your personal data?

Your booking with us explicitly expresses your understanding and wishes by which you have freely given, specific, informed and unambiguous indication, by a statement or by a clear affirmative action, an agreement as mentioned in this privacy policy, to the processing of personal data relating to you and others in your party (if any).

Contact Information

privacy@hariomgokarna.com