

Privacy Policy

Effective Date:01/01/2014

1. Introduction

Welcome to DIAMOND STAY LLC ("we," "our," or "us"). We are committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, make reservations, contact us, or use our services.

By using our website, you agree to the practices described in this Privacy Policy.

2. Information We Collect

We may collect the following types of information:

Personal Information

- * Full name
- * Email address
- * Phone number
- * Mailing address
- * Payment information
- * Reservation details
- * Government-issued identification (where required by law)
- * Special accommodation requests
- * Loyalty program information

Automatically Collected Information

When you visit our website, we may automatically collect:

- * IP address
- * Browser type and version
- * Device information
- * Operating system
- * Pages visited
- * Time spent on pages
- * Referral website
- * Cookie identifiers

3. How We Use Your Information

We use your information to:

- * Process hotel reservations
- * Confirm, modify, or cancel bookings
- * Process payments
- * Provide customer support
- * Personalize your experience
- * Send reservation confirmations
- * Respond to inquiries
- * Improve our website and services
- * Comply with legal obligations
- * Detect fraud and enhance security
- * Send promotional communications (where permitted or with your consent)

4. Legal Basis for Processing

Where required by applicable law, we process personal information based on one or more of the following:

- * Performance of a contract
- * Compliance with legal obligations
- * Legitimate business interests
- * Your consent
- * Protection of vital interests

5. Sharing Your Information

We may share your information with:

- * Payment processors
- * Reservation and booking platforms
- * IT service providers
- * Marketing service providers
- * Analytics providers
- * Legal or regulatory authorities when required by law
- * Professional advisors (such as auditors or attorneys)

We do not sell your personal information unless explicitly disclosed and permitted under applicable law.

6. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to:

- * Keep the website functioning properly
- * Remember your preferences
- * Analyze website traffic
- * Improve website performance

- * Support marketing and advertising activities

You can control cookies through your browser settings. Disabling certain cookies may affect website functionality.

7. Third-Party Services

Our website may contain links to third-party websites or integrate services such as:

- * Online booking engines
- * Payment gateways
- * Google Maps
- * Social media platforms
- * Analytics providers

We are not responsible for the privacy practices of third-party websites.

8. Data Security

We implement reasonable administrative, technical, and physical safeguards designed to protect your personal information against unauthorized access, disclosure, alteration, or destruction. However, no method of internet transmission or electronic storage is completely secure.

9. Data Retention

We retain personal information only for as long as necessary to:

- * Fulfill reservations
- * Meet legal and regulatory requirements
- * Resolve disputes

- * Enforce our agreements
- * Support legitimate business purposes

Afterward, information is securely deleted or anonymized where appropriate.

10. Your Privacy Rights

Depending on your location, you may have rights to:

- * Access your personal information
- * Correct inaccurate information
- * Delete your information
- * Restrict or object to processing
- * Withdraw consent
- * Receive a copy of your data (data portability)
- * Opt out of certain marketing communications

To exercise your rights, please contact us using the information below.

11. Children's Privacy

Our website is not directed toward children under the age required by applicable law. We do not knowingly collect personal information from children without appropriate legal authorization.

12. International Data Transfers

If your information is transferred across international borders, we take appropriate measures to ensure it receives protection consistent with applicable privacy laws.

13. Marketing Communications

You may receive promotional emails from us if you have subscribed or where permitted by law. You may unsubscribe at any time by clicking the "Unsubscribe" link in our emails or contacting us directly.

14. Changes to This Privacy Policy

We may update this Privacy Policy periodically. The revised version will be posted on this page with an updated Effective Date. We encourage you to review this policy regularly.

15. Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact us:

DIAMOND STAY LLC

Address: 17701 BISCAYNE BLVD SUITE 200, AVENTURA FL 33160

Email: BILLING@DIAMONDSTAY.COM

Phone: 786-431-5670

www.diamondstay.com