

PRIVACY POLICY

Last Updated: (The date you upload it)

This Privacy Policy explains how we collect, use, store, and protect your personal information when you book or stay in any of our short-let apartments.

By using our website, booking a stay, or communicating with us, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following types of information:

a. Personal Information

- Full name
- Phone number
- Email address
- Payment information
- Government-issued ID

b. Booking Information

- Check-in and check-out dates
- Apartment selected
- Number of guests
- Special requests

c. Usage Data

- Website interaction data
- Device information (browser, IP address)

2. How We Use Your Information

We use your information to:

- Process and confirm your booking
- Provide customer support
- Communicate check-in, check-out, and hospitality details
- Process payments and refunds (including caution fee refunds)
- Improve our website and service delivery
- Comply with legal or security obligations

3. Sharing Your Information

We do not sell or trade your personal information.

We may share your data only with:

- Payment processors (for secure transactions)
- Internal staff such as the facility manager for check-in/support
- Law enforcement if legally required

4. Data Storage & Security

We use secure systems and industry-standard encryption to protect your personal information. Only authorised personnel have access to your data.

5. Cookies and Tracking Technologies

Our website may use cookies to:

- Improve user experience
- Remember your preferences
- Analyse site traffic

You may disable cookies through your browser settings.

6. Your Rights

You may request to:

- Access the information we hold about you
- Update or correct your details
- Request deletion of your information (where legally permitted)

Contact us via our website or WhatsApp for such requests.

7. Third-Party Links

Our website may contain external links. We are not responsible for the privacy practices of those third-party sites.

8. Updates to This Policy

We may update this policy occasionally. The “Last Updated” date indicates the latest version.

9. Contact Us

For questions about this Privacy Policy, please reach out via:

- WhatsApp: +234 706 630 7358
- Email: info@dglidestcl.com
- Website: <https://www.dglidestcl.com>