

## **PRIVACY POLICY FOR ZIRO**

We, ZIRO, are committed to protecting the privacy and personal information of our users. This Privacy Policy describes how we collect, use, disclose, and protect your information when you use the ZIRO mobile application and related services.

By downloading or using the ZIRO app, you agree to the practices described in this Privacy Policy. If you do not agree with the terms, please do not use our services.

### **1. Information We Collect**

We collect information to deliver efficient, personalized, and secure booking experiences. The types of data we collect include:

#### **a. Location-Based Information**

ZIRO provides room listings based on your current geographic location to make bookings more relevant and convenient.

- We collect **real-time location data** from your device (GPS, Wi-Fi, cell towers) when location services are enabled.
- This helps us display nearby hotels and tailor your search results.
- You can disable location tracking at any time in your device settings, but doing so may limit certain features.

#### **b. Booking Data**

To complete hotel room bookings, we collect the following personal and transactional information:

- Full name, email address, and phone number
- Hotel preferences and selected room details
- Check-in and check-out dates
- Number of guests

- Payment and billing information (processed securely through trusted third-party providers; we do not store full credit card details)
- Booking history for your reference and better recommendations

This data is used exclusively for managing and processing your bookings and providing you with personalized services.

### **c. Chat System Data**

ZIRO includes an in-app chat system to facilitate communication between:

- You and our customer support team
- You and the hotel(s) you have booked or are planning to book

We collect and store:

- Chat messages, including timestamps and participants
- Any attachments or shared data (e.g., images, documents) you provide within the chat
- Usage logs to improve support and user experience

Chat data may be reviewed for dispute resolution, quality assurance, and service enhancements.

## **2. How We Use Your Information**

We use the information we collect for the following purposes:

- To provide location-aware hotel search results
- To facilitate seamless booking and payment processes
- To send booking confirmations, reminders, and updates
- To allow real-time communication with hotel staff and customer support
- To enhance and personalize your user experience
- To monitor and analyze app performance, usage trends, and service issues

- To comply with legal obligations and prevent fraudulent or illegal activities

### **3. Sharing and Disclosure of Information**

We value your trust and ensure your data is handled with care. We do not sell your personal information. We may share your data only with:

#### **a. Hotel Partners**

Your booking details are shared with the selected hotel to facilitate reservation and check-in processes.

#### **b. Third-Party Service Providers**

We use third-party vendors for:

- Payment processing
- Cloud hosting and data storage
- Analytics and performance monitoring
- Customer support tools

These providers are contractually obligated to handle your data securely and in accordance with privacy laws.

#### **c. Legal and Regulatory Requirements**

We may disclose your information if required:

- By law or legal process (e.g., court order, subpoena)
- To enforce our Terms of Service
- To protect our rights, privacy, safety, or property, and that of our users or the public

### **4. Data Security**

We implement robust technical and organizational measures to safeguard your information, including:

- End-to-end encryption for sensitive data
- Secure servers and firewalls
- Limited access controls for our employees and service providers
- Regular security audits and vulnerability assessments

However, no digital transmission or storage system is completely secure. We encourage you to maintain the confidentiality of your login credentials and device access.

## 5. Your Rights and Choices

You have control over your personal information:

- **Location Access:** You can turn off location sharing through your device settings.
- **Access & Correction:** You can request a copy of your data or ask us to correct inaccurate information.
- **Deletion:** You may request that we delete your personal data, subject to any legal retention obligations.
- **Communication Preferences:** You can opt-out of promotional emails and notifications through in-app settings or unsubscribe links.

To exercise any of your rights, please contact us at:

**zecostays@gmail.com**

## 6. Data Retention

We retain your information only as long as necessary to:

- Fulfill the purposes outlined in this policy
- Meet legal, accounting, and regulatory requirements
- Resolve disputes and enforce our agreements

Booking and chat data may be retained for customer support and legal purposes for a reasonable duration after your last activity on the app.

## 7. Children's Privacy

ZIRO is not intended for children under the age of 16. We do not knowingly collect personal data from children. If we learn that we have collected such data without parental consent, we will take steps to delete it promptly.

## **8. Changes to This Privacy Policy**

We may update this Privacy Policy periodically. If we make significant changes, we will notify you via the app or email. Please review this policy regularly to stay informed about how we are protecting your data.

## **9. Contact Us**

If you have any questions, concerns, or feedback regarding this Privacy Policy or our data practices, please contact us:

**Email:** [zecostays@gmail.com](mailto:zecostays@gmail.com)

**Company Name:** ZIRO Stays