

Archipelago Membership Privacy Policy

This privacy policy governs your use of the software application Archipelago Hotels Membership (“Application”) for mobile devices that was created by [Archipelago International Hotels and Resorts](#). The Application is a membership program for all our hotel brands - Fave, Neo, Quest, Harper, Alana, Aston, Huxley, Avanika Hotels and Kamuela Villas.

What information does the Application obtain and how is it used?

We collect basic information about our members to better serve and market to our members, such as their email address, name, and hotel preferences. Most of the other information is optional and also used to better customize our member’s experience with us. We do not send any of this information to third parties.

User Provided Information

The Application obtains the information you provide when you download and register the Application. Registration with us is optional. However, please keep in mind that you may not be able to use some of the features offered by the Application unless you register with us.

We may also use the information you provided us to:

- Contact you from time to time to provide you with important information, required notices, and marketing promotions.
- Link your social media login (e.g., Facebook) with your profile in our membership system to facilitate a seamless login experience.

Automatically Collected Information

In addition, the Application may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile device's unique device ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browsers you use, and information about the way you use the Application.

Does the Application collect precise real time location information of the device?

No, we only pull your location when you want to search for one of our hotels nearby - knowing where you are lets us sort the list of hotels you see by which hotels are closest to you physically.

We are not tracking or storing your real-time location anywhere.

Do third parties see and/or have access to information obtained by the Application?

We don't share any personally identifiable information with third parties.

Only aggregated, anonymized data is periodically transmitted to external services to help us improve the Application and our service. We will share your information with third parties only in the ways that are described in this privacy statement..

What are my opt-out rights?

In android, you have the ability to block certain permissions, such as your geolocation, your camera, your WiFi connection, etc. Which is fine, but obviously, if you block those permissions our app can't sort hotels by distance from you, and you won't be able to send a photo in our hotel butler chat either, we won't be able to automatically connect you to our hotel's WiFi, etc. But other than disabling those features, the app should still work.

You can stop all collection of information by the Application easily by uninstalling the Application. You may use the standard uninstall processes as may be available as part of your mobile device or via the mobile application marketplace or network.

Data Retention Policy, Managing Your Information

We will retain User Provided data for as long as you use the Application and for a reasonable time thereafter. We will retain Automatically Collected information for up to 24 months and thereafter may store it in aggregate. If you'd like us to delete User Provided Data that you have provided via the Application, please contact us at membershipappandroid@archipelagointernational.com or MembershipApplos@archipelagointernational.com if you use iOS and we will respond in a reasonable time. Please note that some or all of the User Provided Data may be required in order for the Application to function properly.

To request your data, you can use [this link](#).

You can also delete your account, which will delete your data, within the app's settings page (Profile -> Edit Profile -> Scroll to the bottom -> Click "Delete Your Account").

Children

We do not use the Application to knowingly solicit data from or market to children under the age of 13. If a parent or guardian becomes aware that his or her child has provided us with information without their consent, he or she should contact us at membershipappandroid@archipelagointernational.com or MembershipApplos@archipelagointernational.com if you use iOS. We will delete such information from our files within a reasonable time.

Security

We are concerned about safeguarding the confidentiality of your information. We provide physical, electronic, and procedural safeguards to protect information we process and maintain. For example, we limit access to this information to authorized employees and contractors who need to know that information in order to operate, develop or improve our Application. We also depend on world class authentication systems, such as Google login, Facebook login, and Amazon Cognito - for custom email address authentication - we don't store your password anywhere. Please be aware that, although we endeavor to provide reasonable security for information we process and maintain, no security system can prevent all potential security breaches.

Your Consent

By using the Application, you are consenting to our processing of your information as set forth in this Privacy Policy now and as amended by us. "Processing," means using cookies on a computer/hand held device or using or touching information in any way, including, but not limited to, collecting, storing, deleting, using, combining and disclosing information.

Contact us

If you have any questions regarding privacy while using the Application, or have questions about our practices, please contact us via email at membershipappandroid@archipelagointernational.com or MembershipApplos@archipelagointernational.com if you use iOS.

<https://www.archipelagohotels.com/en/membership/>