

LivinExperts Holiday Homes – Privacy Policy

At LivinExperts, we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and disclose your personal information when you use our services, including our website, mobile applications, and booking platform for holiday homes ("Services"). By using our website or booking a property, you agree to the terms of this Privacy Policy.

Please read this Privacy Policy carefully to understand how your personal information is handled.

1. Information We Collect

We collect different types of information when you use our Services:

1.1 Personal Information: When you book a holiday home or create an account, we collect personal information, including but not limited to:

- Name
- Email address
- Phone number
- Payment details (credit/debit card information)
- Billing and shipping addresses
- Passport/ID details (if required for check-in)
- Date of birth (if required for age verification)

1.2 Usage Data: We also collect data related to how you interact with our website and Services. This includes:

- IP address
- Browser type and version
- Device type
- Pages visited
- Time and date of your visit
- Location data (if enabled on your device)

1.3 Cookies and Tracking Technologies: We use cookies, web beacons, and similar tracking technologies to enhance your experience on our website. These tools help us analyze website usage, optimize performance, and provide a personalized user experience. For more details on how we use cookies, please refer to our Cookie Policy.

2. How We Use Your Information

We use the information we collect to provide and improve our Services, and for the following purposes:

2.1 Booking and Transaction Processing:

- To process your booking for holiday homes and manage related transactions.
- To communicate booking confirmations, cancellations, and changes.
- To process payments securely and manage billing information.

2.2 Communication:

- To send you important updates about your bookings, including check-in/check-out details.
- To respond to your inquiries, requests, or customer support issues.
- To send marketing communications, newsletters, and promotional offers (you can opt out at any time).

2.3 Personalization:

- To personalize your experience on our website by remembering your preferences and recommending properties based on your interests.

2.4 Fraud Prevention and Security:

- To protect against fraud, unauthorized access, or other malicious activities.
- To verify your identity and prevent fraudulent transactions.

2.5 Legal Obligations:

- To comply with legal, regulatory, and contractual obligations, including tax and accounting requirements.
- To enforce our terms and conditions and prevent misuse of our platform.

3. How We Share Your Information

We may share your personal information with the following third parties:

3.1 Hosts and Property Owners:

- To complete the booking process, we may share your name, contact details, and booking information with the host or property owner of the holiday home you book.

3.2 Service Providers:

- We may share your information with third-party service providers that assist us in operating our website, processing payments, and delivering our Services. These providers are obligated to handle your information in accordance with our privacy standards.

3.3 Legal and Regulatory Authorities:

- If required by law, regulation, or court order, we may share your information with law enforcement agencies or other regulatory bodies.

3.4 Marketing and Analytics Partners:

- We may share your data with trusted partners for marketing purposes (e.g., targeted advertising) or analytics services to improve our platform's performance and user experience.

4. Data Retention

We will retain your personal information for as long as necessary to fulfill the purposes for which it was collected, including any legal, accounting, or reporting requirements. After this period, your data will be securely deleted or anonymized.

5. Data Security

We take reasonable precautions to protect your personal data from unauthorized access, loss, or alteration. These precautions include encryption, secure servers, and

other physical, administrative, and technical safeguards. However, no method of data transmission or storage is 100% secure, and while we strive to protect your information, we cannot guarantee complete security.

6. Your Rights and Choices

You have several rights regarding the personal data we collect and store:

6.1 Access and Correction:

- You can access, update, or correct your personal information by logging into your account or contacting us directly.

6.2 Deletion:

- You may request that we delete your personal information, subject to any legal or contractual obligations that may require us to retain certain data.

6.3 Opt-Out:

- You may opt out of receiving marketing communications by following the unsubscribe link in our emails or by contacting us directly.

6.4 Consent Withdrawal:

- If you have provided consent for any specific data processing activity, you can withdraw your consent at any time. This may affect your ability to use some of our Services.

6.5 Data Portability:

- You have the right to request a copy of your personal data in a structured, commonly used, and machine-readable format.

6.6 Right to Object:

- You may object to the processing of your personal information in certain circumstances, especially when processing is based on legitimate interests or for direct marketing purposes.

To exercise any of these rights, please contact us at [Insert Contact Email] or [Insert Contact Details].

7. International Data Transfers

Your personal information may be transferred to and processed in countries outside your country of residence, including countries where LivinExperts operates, such as the United Arab Emirates (UAE). These countries may have data protection laws that differ from those in your home country. By using our Services, you consent to the transfer and processing of your information as described in this Privacy Policy.

8. Children's Privacy

Our website and Services are not intended for children under the age of 18. We do not knowingly collect personal information from children. If we become aware that we have inadvertently collected personal data from a child under 18, we will take steps to delete that data as quickly as possible.

9. Changes to This Privacy Policy

We may update or modify this Privacy Policy from time to time. Any changes will be posted on this page, and the effective date will be updated accordingly. We encourage

you to review this Privacy Policy regularly to stay informed about how we are protecting your information.

10. Contact Us

If you have any questions or concerns about this Privacy Policy, or if you wish to exercise your rights regarding your personal data, please contact us at:

Living Experts Real Estate Brokerage LLC

Address: Office 804, Bay Square Building 1, Business Bay, Dubai, UAE.

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