



Eco Resort

Privacy Policy of Mati-Ta Eco Resort

At **Mati-Ta Eco Resort**, we respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, and safeguard your information when you interact with our website, make a booking, or stay at our eco-resort.

1. Information We Collect

To ensure a smooth and personalized experience, we may collect the following types of information:

- **Personal Details:** Name, contact information (such as email address and phone number), and identification details (such as passport or NID) during the booking or check-in process.
- **Payment Information:** Credit or debit card details, mobile payment information, or other payment methods required to confirm and process your reservation.
- **Stay Preferences:** Special requests, preferences, and feedback shared before, during, or after your stay to help us enhance your experience.
- **Website Interaction:** Information about how you use our website, including cookies and browsing data, to improve user experience and website performance.

2. How We Use Your Information

Your information is used solely to provide quality service and manage your experience at Mati-Ta. Specifically, we may use it for:

- **Booking and Reservation Management:** To confirm, manage, and communicate with you regarding your bookings or stay.
 - **Personalized Service:** To tailor our offerings and services based on your preferences and previous experiences.
 - **Marketing and Promotions:** With your consent, we may send you newsletters, updates, or special offers via email or text message. You may opt-out at any time.
 - **Social Media and Marketing Content:** Mati-Ta may share guest photos, videos, or posts from social media platforms (tagged or shared publicly) for marketing and promotional purposes. If you prefer not to have your content shared, please inform our team during or after your stay.
 - **Legal and Administrative Requirements:** To comply with applicable laws, regulations, or lawful requests from authorities.
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3. Data Sharing and Security

- **Third-Party Service Providers:** We may share necessary information with trusted service providers (such as payment processors or booking partners) to facilitate your reservation. These providers are obligated to maintain the confidentiality and security of your data.
- **Legal Obligations:** We may disclose personal information if required by law or in good faith to protect the rights, safety, or property of Mati-Ta, our guests, or staff.
- **Security Measures:** We use standard data protection and encryption measures to secure your personal information. However, as no system is completely secure, we cannot guarantee absolute protection against unauthorized access.

4. Data Retention

We retain your personal information only as long as necessary to fulfill the purposes outlined above, comply with legal obligations, and maintain accounting and audit records.

5. Cookies and Tracking

Our website may use cookies and similar tracking tools to improve functionality, personalize your experience, and analyze visitor behavior. You can control or disable cookies through your browser settings.

6. Your Rights

As our valued guest, you have the right to:

- Access, review, or update your personal information.
- Request the deletion of your data, subject to legal or regulatory obligations.
- Withdraw consent from receiving promotional communications at any time.

7. Updates to This Privacy Policy

Mati-Ta Eco Resort reserves the right to update or modify this Privacy Policy periodically. Any changes will be posted on our website, and we encourage you to review it regularly to stay informed about how we protect your information.

For any privacy-related inquiries or concerns, please contact:

 **Email:** info@mati-ta.com

 **Website:** www.mati-ta.com