

Privacy Policy

Last Updated: August 10, 2026

Welcome to **Arcadia Hotels & Resorts** ("we," "our," or "us"). We are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website (<https://arcadiahotelsandresorts.com/>), book a stay at our properties (such as in Coimbatore, Kodaikanal, and Palladam), or interact with our services. Please read this Privacy Policy carefully. By accessing or using our website and services, you signify that you have read, understood, and agree to our collection, storage, use, and disclosure of your personal information as described herein.

1. Information We Collect

We collect information that identifies, relates to, describes, references, or can be linked to a particular consumer or device ("Personal Information"). The types of information we may collect include:

- **Personal Identification Information:** Full name, email address, phone number, postal address, and date of birth.
- **Booking and Transaction Information:** Details regarding your reservations, room preferences, check-in and check-out dates, special requests, and payment/billing details (processed securely through third-party payment gateways).
- **Identification Documents:** Government-issued identification (such as a Passport, Aadhaar Card, or Driver's License) as required by local hospitality and government regulations upon check-in.
- **Technical and Usage Data:** IP address, browser type, operating system, device identifiers, pages visited on our website, time spent on pages, and referral URLs collected automatically through cookies and similar tracking technologies.
- **Communication Data:** Records of correspondence when you contact us via email, phone, or our website's contact/inquiry forms.

2. How We Use Your Information

We use the information we collect for various business and operational purposes, including to:

- **Process Reservations:** Manage room bookings, process payments, facilitate check-ins and check-outs, and provide requested hotel services.
- **Communicate with You:** Send booking confirmations, pre-arrival messages, customer support responses, updates, and administrative notices.

- **Marketing and Promotions:** Send promotional offers, newsletters, and special packages (only where you have consented to receive such communications; you can opt out at any time).
- **Improve Our Services:** Analyze website traffic and user behavior to enhance our website functionality, customer experience, and service offerings.
- **Comply with Legal Obligations:** Meet regulatory requirements, maintain guest registers as mandated by local laws, and handle legal disputes or safety requirements.

3. How We Share Your Information

We do not sell, rent, or trade your personal information. However, we may share your information under the following circumstances:

- **Service Providers:** With third-party vendors, payment processors, IT support, and marketing partners who assist us in operating our website, conducting our business, or servicing you, subject to strict confidentiality obligations.
- **Legal & Regulatory Compliance:** When required by law, subpoena, court order, or government regulation, or to protect the rights, property, and safety of Arcadia Hotels & Resorts, our guests, or others.
- **Business Transfers:** In connection with any merger, sale of company assets, financing, or acquisition of all or a portion of our business by another entity.

4. Data Security

We implement reasonable administrative, technical, and physical security measures designed to protect your personal information from unauthorized access, accidental loss, disclosure, or alteration. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

5. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your browsing experience, analyze site traffic, and personalize content. You can choose to accept or decline cookies through your web browser settings. Disabling cookies may, however, limit your ability to use certain features on our website.

6. Links to Third-Party Websites

Our website may contain links to external websites, attractions, or partner services that are not operated by us. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

7. Children's Privacy

Our services are not directed to individuals under the age of 18, and we do not knowingly collect personal information from minors. If we learn that we have collected personal data from a minor without parental consent, we will take steps to delete that information promptly.

8. Your Rights and Choices

Depending on your jurisdiction, you may have rights regarding your personal information, including:

- **Access:** Requesting a copy of the personal data we hold about you.
- **Correction:** Asking us to update or correct inaccurate or incomplete information.
- **Deletion:** Requesting the erasure of your personal data, subject to legal retention obligations.
- **Opt-Out:** Unsubscribing from promotional emails by following the "unsubscribe" link provided in our messages.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or operational needs. The revised policy will be posted on this page with an updated "Last Updated" date. We encourage you to review this page periodically.

10. Contact Us

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

- **Arcadia Hotels & Resorts**
- **Address:** 4, Basement floor, Avinashi Road, Goldwins, Coimbatore - 641014, India
- **Email:** reservations@arcadiahotelsandresorts.com
- **Phone:** +91 97874 14567