

PRIVACY NOTICE

This privacy notice describes our practices in connection with information that we collect through websites operated by us from which you are accessing this privacy notice (“the Websites”), through the software applications made available by us for on or through computers and mobile devices (the Apps), and through our social media pages that we control from which you are accessing this Privacy Notice (collectively, our Social Media Pages), (collectively, including the Websites. This privacy Notice also applies to our offline collection of information. The information you provide helps us to operate effectively and continually provide you with best hospitality products, services and experiences.

Our privacy practices may vary among the countries in which we operate to reflect local practices and legal requirements. Please read the following to learn more about our privacy practices.

Your acceptance of our privacy notice: By using the Services, you accept the terms of this Privacy Notice and the ways we may use your information. If you do not accept the terms of this Notice, please do not continue to use the Services

What Information Is Collected and How Is it Collected?

How Do We Use Your Information?

How Do We Disclose Your Information?

How Do We Safeguard Your Information?

Other Important Information

Choices and Contacts Us with Your Questions

Contact Information

What information is collected and how is it collected

* Name of Guest

* Salutation (Mr./Ms./Mrs/Miss)

* First Name

* Middle Name

* Last Name

* Mode of Identification

* ID Number

* Business Address

* City

* State

* Zip Code

Landline

* Mobile Number

* Email

We may collect information from you when interact with us such as when you:

Register for a product or service

Contact us with a question or request

Use our services

Make a payment for a product or service

Stay at one our properties

Provide a testimonial or story

Participate in a competition or sweepstake

Participate in our loyalty program

Other Information we collect about you:

Cookies: This Website uses cookies. By using this Website and agreeing to this Notice, you consent to our use of cookies in accordance with the terms of this Notice. Cookies are small text files that this Website sends to your computer for record-keeping purposes and this information is stored in a file on your computer's hard drive. Cookies make web surfing and browsing easier for you

by saving your preferences so that we can use these to improve your next visit to this Website.

- One of the purposes of cookies is to simplify the use of the website. A cookie may save a user's login details for example, so that the user does not need to login every time. Cookies, by themselves, do not provide us with your personal information
- Cookies may be either "persistent" or "temporary" (or "session ") cookies. A persistent cookie retains user preferences for a particular Website allowing those preferences to be used in future browsing sessions and remains valid until its set expiry date (unless deleted by the user before the expiry date). A temporary cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.
- **From Other Sources:** We may receive your personal information from other source, such as public databases; joint marketing partners; social media platforms; from people with whom you are friends or otherwise connected on social media platforms, as well as from other third parties. For example, if you elect to connect your social media account to your Website account, certain personal information from your social media account will be shared with us, which may include personal information that is part of your profile or your friends' profiles.
- **Mobile Devices:** When you access our Services from a mobile device, we may collect information such as your unique device ID and your location information. When you download and use the App, we and our service providers may track and collect App usage data, such as the date and time the App on your device accesses our servers and that information and files have been downloaded to the App based on your device number.

How Do We Use Your Information?

The information we collect from you helps us to identify ways that we can continue to serve you in the best way possible and provide you with personalized product and services that suit your lifestyle. We use personal information for the following purposes:

To respond to your inquiries and fulfil your requests, such as to send you newsletters.

To send administrative information to you, for example, information regarding the Services or an event in which you are attending and changes to our terms, conditions, and policies.

To complete and fulfil any purchases or requests for services, for example, to process your payment or a hotel stay or vacation rental, communicate with you regarding your purchase and provide you with related customer service.

To send you marketing communications that we believe may be of interest to you via postal mail, email, telephone or SMS.

To personalize your experience on the Services by presenting products and offers tailored to you.

To facilitate social sharing functionality.

To allow you to send messages to a friend through the Services. By using this functionality, you are telling us that you are entitled to use and provide us with your friend's name and email address.

For your business purposes, such as data analysis, audits, fraud monitoring and prevention, developing usage trends, determining the effectiveness of our promotional campaigns and operating and expanding our business activities.

As we believe to be necessary or appropriate: (a) under applicable law, including laws outside your country of residence; (b) to comply with legal process; (c) to respond to requests from public and government authorities including public and government authorities outside your country of residence; (d) to enforce our terms and conditions; (e) to protect our operations or those of any of our affiliates; (f) to protect our rights, privacy, safety or property, and/or that of our affiliates, you or others; and (g) to allow us to pursue a available remedies or limit the damages that we may sustain.

We may also aggregate and/or anonymize personal information for research, to improve our products and services; and for other business purposes.

How Do WE Disclose Your Information?

Your information may be disclosed as follows:

Vendors and Service Providers: We may disclose your information to vendors and service providers retained by us in connection with our business such as:

travel services companies, financial services companies, property owners' associations, vacation insurance companies, website hosting, data analysis, payment processing, order fulfilment, information technology and related infrastructure provision, customer service, email delivery, credit card processing, tax and financial advisers, legal advisers, accountants or auditing services.

Message Boards: We may make message boards, blogs, and other such user-generated content facilities available to users. Any information that is disclosed in these areas becomes public information and you should always be careful when privacy practices of other users including website operations to whom you provide information.

Merger or Acquisition: A third party who acquires any part of Reiz Continental Hotel itself or any of its Affiliates, whether such acquisition is by way of merger, consolidation or purchase of all or a substantial portion of our assets.

Disclosure Permitted by Law: Law enforcement authorities, government or public agencies, regulators, and/or to any other person having appropriate legal authority or justification for receipt of your information, if we believe that we are required or permitted to do so by law or legal process, to respond to claims, or to protect the rights, property or safety of Wyndham or others.

Anonymized/Aggregated Information: Because aggregated or anonymized information does not personally identify you, we may use it for any purpose. If we combine anonymized or aggregation data with personal information, we will treat the combine information as personal information according to this Privacy Notice.

How Do We Safeguard Your Information?

Security of Your Information: We will take reasonable steps to protect the information you provide us from loss, misuse and unauthorized access, disclosure, alteration and destruction. We have implemented appropriate physical, electronic and managerial procedures to help safeguard and secure your information from loss, misuse, unauthorized access or disclosure, alteration or destruction. Unfortunately, no security system is 100% secure, thus we cannot ensure the security of information that you provide to us via the Services.

Other Important Information

Information Provided on Someone Else's Behalf: if you provide us with information about someone else, please ensure you have the person's permission to do so for the purposes detailed in this Privacy Notice.

Links to Websites: The Services may have links to other websites that are not operated by us and therefore, we have no control over how these websites may collect your information. You should read the privacy notices on those other websites before you submit your information through them.

Social Media Sites: Please note that we are not responsible for the collection, usage and disclosure policies and practices (including the data security practices) of other organizations, such as Facebook, Apple, Google, Microsoft, RIM or any other app developer, app provider, social media platform provider, operating system provider, wireless service provider or device manufacturer, including any personal information you disclose to other organizations through or in connection with the Apps or our Social Media Pages.

Changes to Our Privacy Notice: From time to time we may revise this Notice and/or use personal information for new, unanticipated uses not previously disclosed in this Notice to meet changes in the regulatory or business environment, or to satisfy the needs of our customers and service providers.

Minors: We do not knowingly collect, maintain or use personal information from children under 18 years of age, and no part of Services is directed to individuals under the ages of 18.

Retention Period. We will retain your personal information for the period necessary to fulfil the purpose outlined in this Privacy Notice unless a longer retention period is required or permitted by law.

Choices and Contact Us with Your Questions

Marketing: We may contact you by email, telephone, SMS or postal mail with information about products or services offered by Reiz Continental Hotel Abuja or a third party that may be of interest to you. You can opt-out in this way at any time by:

If you do not wish to receive further direct marketing from our services or products, send an email to info@reizcontinentalhotels.com.

Access to Information We Hold about you: if you would like to access, obtain copies, update, correct or request that we suppress or delete any of the information we hold about you or if you require further information from us about how we use your information please contact us at info@reizcontinentalhotels.com. In some jurisdictions, you may be charged a reasonable fee for access to your information.

Additional information about your data privacy rights: You have a right to:

1. Ask for confirmation as to whether or not your Personal Information is processed and receive communication of that in an intelligible form.

2. Get information relating to:

The collection source of your Personal Information;

The Purposes and methods of processing your Personal Information;

The identity of the Data Controller and its “responsible” persons or local representatives, if appointed; and/or

The entities and individuals or relevant categories to whom or which your Personal information may be communicated.

3. Obtain:

- Updates, rectification or integration to/of your Personal Information;
- Confirmation that your Personal Information is deleted, made anonymous or blocked if processed unlawfully, including the Personal Information whose retention is unnecessary for the purposes for which it has been collected or subsequently processed; and/or
- Confirmation that the aforesaid operations have been notified, as also related to their contents, to entities and individuals to whom or which your Personal Information was communicated or disseminated, unless it is impossible or it may involve manifestly disproportionate efforts compared with the right that is to be protected.

4. Object, on the whole or partially:

On legitimate grounds, to the Processing of your Personal Information, even though relevant to the purpose of its collection, where made for the purpose of sending advertising materials or direct selling or for the performance of market surveys or marketing communication.

Contact Information

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reservation@reizcontinentalhotels.com.