



IBAGARI
boutique hotel

Confidentiality Statement

The privacy and security of your personal information are very important to us. Whether you visit our website, book a room, or visit one of our points of sale (restaurant, dive center, wellness center), we want you to trust the way we handle your information, as well as keep you informed about how we use the information.

We collect personal information that you provide to us, as well as personal information that is provided to us by other individuals, entities or digital channels, and information that we obtain automatically when you use our website. To use our website, it is not necessary for you to provide us with your personal information; however, in some cases, we may not be able to provide services to you without your personal information (for example, we may not be able to complete a requested reservation).

If you make a reservation or stay at our hotel

Information we collect:

- **Directly from you:** We collect information about you when you make a reservation from our reservation system or when you stay at the hotel. The information collected during the reservation process and during your stay may include the following:

- o Your name, email address, home and work address, phone number, nationality, and payment card information.

- o Certain information, such as the accommodation and room preferences you chose during a reservation, for example, your preferred room type and specific requests to the hotel.

If you provide us with personal information about others when making a reservation or during your stay (for example, family members or colleagues), we ask that you ensure that they agree to the disclosure of their personal information to us, and that you encourage them to read this Privacy Statement if you want more details about how we use your information.

- **From other sources:** We also collect information about you from other people/entities, including travel agents, non-Ibagari Boutique Hotel websites, people who book on your behalf (for example, a family member, a company representative), your employer or other entity. If you make a reservation directly with our hotel, we normally receive a copy of that reservation. We may also collect information about you (indirectly) from airlines and other travel providers in connection with your reservation; For example, we may learn your arrival time from a partner travel company and use that information to contact you about early check-in options. In addition, we may obtain information about you from social networks; for example, if you make a comment on any of the Ibagari Boutique Hotel's social networks (Luna Muna by Ibagari, Duna Divers by Ibagari). We use this information to improve our services to you and other customers.

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- **Automatically:** we collect information about you automatically when you use our website, our mobile application, and our social networks; when you interact with one of our digital channels and, in certain cases, when we communicate with you by email. In these cases, certain information may be collected automatically, such as your country of residence, internet protocol (IP) address, media access control address, your interactions with these channels, and other characteristics of your computer or device. This information may be collected for operational purposes, as well as to improve your experience when using these services. This information may also be used for statistical and cumulative trend analysis, and to show you the most relevant ads and messages to you.

How we use this information

We use the information we have about you mainly to be able to complete your hotel reservation, as well as to provide and manage the services that Ibagari Boutique Hotel offers. This may require us to contact you (for example by sending a confirmation email) in advance of your stay. After your stay, we may also send you correspondence and satisfaction surveys to get your feedback on your experience.

In some cases we may send you marketing communications (which may include text messages) about products and services that we think may be of interest to you. We may also use information related to your stay to show you personalized advertising on our websites, mobile applications, or other digital channels, as well as on third-party websites or mobile applications, or to send you messages that are more relevant to you. In addition, we use your information combined with that of other guests to perform statistical and trend analysis to evaluate and improve our products and services, and to plan new services and locations for hotels, as well as other market research.

We will tell you if the requested information is required. If you do not provide it, our ability to provide you with certain services may be affected or terminated.

With whom we share your information

We disclose your reservation information to the following recipients:

- **Establishment:** we disclose the information of the reservation with the points of sale of Ibagari Boutique Hotel in order to meet the requirements of your reservation. Please note that we do not share all of your information with these areas of the hotel; For example, we disclose reservation details, such as your name, dates of stay, and any special requirements you have shared with us.

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- **Service Providers:** We will disclose your information with service providers to provide you with services related to our business, as well as to improve our products and services. For example, we might use a third party, or a third party's product, for market research and data analysis, or share data with online partners, so that we, or our partners acting on our behalf, can communicate with you and offer advertising through your platforms or other websites or platforms. In certain circumstances, our service providers may also assist us with various marketing campaigns. These companies are authorized to use your personal information only to the extent necessary to provide these services to us.

We also disclose your stay information to other entities, which may include law enforcement, professional advisers, and others, such as in the following circumstances:

- When we believe in good faith that disclosure is required by law or to protect the safety of hotel guests, employees, or the general public;
- when disclosure is required to comply with a judicial proceeding, court order, subpoena, or legal process; or
- in the event of a merger, sale of assets or any other related transaction.

The legal basis for the processing of your personal data

We are committed to collecting and using your information in accordance with applicable data protection laws.

We will only collect, use and disclose your information where we have an appropriate legal basis to do so.

This foundation may exist in these situations:

- You gave us your consent to use the personal information.
- Our use of your information is necessary to perform our contract with you; such as, for example, to make and manage a reservation, and to operate and provide services related with our loyalty program in accordance with the terms of our agreement with you;

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- Our use of your information is necessary to comply with our responsibilities to regulatory, tax and law enforcement agencies, or otherwise to comply with our legal responsibilities.
- Our use of your information is based on our legitimate interest as a commercial organization, for example, to operate and improve our services and to keep people informed about our products and services (including profiling and targeted advertising). In these cases, we will take care of your information at all times in a way that is proportionate and that respects your privacy rights.

Cookies and other tracking technologies

What is a cookie?

It is a small text file that is placed on an Internet user's web browser or device and is used to remember and obtain information about that user. A cookie may be assigned to you when you visit our websites or use our mobile applications or other digital channels. In some cases, where permitted by applicable law, cookies may also be used for certain email communication campaigns.

What types of cookies we use and how we use them: We use three main types of cookies:

- **Functional cookies:** They support the use of the website and applications, and allow the use of certain functions that improve the user experience. For example, we use functional cookies to facilitate the reservation process and to remember your choices when going from one page to another. We also use functional cookies to remember your login details and hotel preferences, so you don't have to re-enter them.
- **Performance cookies:** They collect information necessary to support the website and our applications, which allows us to improve our website and identify any problems you have had during your visit. For example, these cookies may provide us with information about how you came to our website and how you navigate through it. We also use these cookies to obtain certain statistical information and perform analytics, such as the number of visitors to our website or the effectiveness of our advertising.
- **Interest Cookies:** These are used to collect information from you that helps us improve our products and services, as well as show you personalized advertising that we think is relevant to you. We use these types of cookies on our websites and apps for various marketing campaigns and initiatives.

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-First party: A first-party cookie is set by the website being visited. For example, cookies created, set, and managed by Amadeus in Amadeus owned websites.

-Third party: A third-party cookie is issued by a party other than website being visited. For example, cookies created by third parties but set and managed by Amadeus in Amadeus owned websites such as cookies necessary to enable “Facebook Like”, “Twitter Share” or “Apply with LinkedIn” buttons. Some of these cookies may be managed together with the third-party.

-Session cookies: Session cookies allow actions to be tracked during a single browser session. They are deleted from the individual’s device when he/she closes the browser.

-Persistent cookies: Persistent cookies remain on the individual’s device between sessions and allow a website to “recognize” a user on their return and to remember their preferences. These cookies will remain stored on the device until deleted or when they have reached a specified expiry date which needs to be set when configuring the installation of the cookie.

-Technical cookies: These cookies are those that are strictly necessary for a given website to function and be displayed as intended by the website operator. This includes purposes such as managing website traffic, applying communication protocols between users’ devices and the website, and allowing access to and use the website and its contents in a secure manner.

-Personalization cookies: These cookies are those that allow to retain information so that the website visitor can access the service with certain characteristics that can differentiate the visitor’s experience from that of other visitors.

-Analytical or performance cookies: These cookies allow website operators to count visits and traffic sources to obtain statistical information and improve the performance of the website. This includes cookies such as Google Analytics, Adobe Analytics, Eloqua, Zoominfo or HubSpot.

-Behavioral advertising cookies: These are cookies designed and used to manage, in the most efficient manner as possible, the advertising spaces that, where appropriate, have been included on the website. Advertisers can track a user on their device, when jumping from website to website by adding tags to a page. This helps build a profile for the user based on behaviors and habits, so advertisements can be targeted to their interests. This includes cookies such as Adobe Target, Google (Behavioral Advertising) and Criteo.

-Social media: Some websites contain embedded share buttons or widgets that allow website visitors to connect and share content through several social networking sites. These social networking sites may set cookies that can identify individuals. This includes cookies such as those necessary to enable “Facebook Like”, “Twitter Share” and “Apply with LinkedIn” buttons.

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Changes to this privacy statement

In some cases, we may need to change, modify, or amend this Privacy Statement in order to meet the changing regulatory environment or the needs of our business. Subject to applicable legal requirements to provide additional notice, any changes to this Privacy Statement will be communicated through our websites and mobile applications. However, if there are changes to the use of your personal information that differs from that stated at the time it was collected, we will notify you by posting a notice on our website 30 days prior to the effective date of such changes, or by email.

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