

Explorer House Privacy Policy

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from www.explorerhouse.ca (the "Site").

PERSONAL INFORMATION WE COLLECT

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically-collected information as "Device Information."

We collect Device Information using the following technologies:

- "Log files" track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
- "Web beacons," "tags," and "pixels" are electronic files used to record information about how you browse the Site.

When you visit the Site and make a reservation, we collect certain information from you, including your name, address, payment information (including credit card numbers), email address, and phone number. We refer to this information as "Booking Information."

When we talk about "Personal Information" in this Privacy Policy, we are talking both about Device Information and Booking Information.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We use the Booking Information that we collect generally to hold reservations made through the Site (including processing your payment information, accommodations and providing you with confirmations and/or additional communications related to your reservation). Additionally, we use this Booking Information to communicate with you.

We also use Google Analytics to help us understand how our customers use the Site--you can read more about how Google uses your Personal Information here:

<https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here:
<https://tools.google.com/dlpage/gaoptout>.

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

YOUR RIGHTS

You have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

If you are a European resident please note that your information will be transferred outside of Europe, to Canada.

DATA RETENTION

When you make a booking through the Site, we will maintain your Booking Information for our records unless and until you ask us to delete this information.

CHANGES

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at info@explorerhouse.ca or by mail using the details provided below:

Explorer House

275 Anne St., Box 1434, Niagara on the Lake, Ontario, L0S 1J0, Canada