

## PRIVACY POLICY

Casa Ziña, located at Trujano No. 223, Col. Centro, Oaxaca de Juárez, Oaxaca, is responsible for the processing of the personal data you provide to us. Protecting your information is a priority for us, which is why this Privacy Notice explains how we collect, use, share, and safeguard your data, in accordance with the Federal Law on the Protection of Personal Data Held by Private Parties (LFPDPPP).

### 1. PERSONAL DATA WE COLLECT

#### a) Identification and contact information:

- Full name
- Nationality
- Date of birth
- Address
- Phone number
- Email
- Official identification
- Signature

#### b) Reservation and stay information:

- Check-in and check-out dates
- Room number
- Preferences
- Vehicle license plates

#### c) Billing information:

- Tax ID (RFC)
- Business name
- Tax address
- Payment method

#### d) Financial information:

- Credit or debit card (used exclusively to guarantee reservations)

We do not collect sensitive personal data unless you provide it voluntarily.

### 2. PURPOSES OF DATA PROCESSING

#### Primary purposes:

- Manage reservations
- Provide lodging, food, and event services
- Process payments and issue invoices
- Respond to requests and comply with legal obligations

#### Secondary purposes:

- Send promotions
- Satisfaction surveys
- Loyalty programs

You may request to opt out by contacting us at [hotel email].

### 3. DATA TRANSFERS

Your data may be shared with:

- Competent authorities
- Financial institutions
- Technological and administrative service providers

All transfers are carried out under strict confidentiality measures.

### 4. SECURITY MEASURES

We apply physical, administrative, and technological measures to prevent unauthorized access, loss, or misuse of your data.

### 5. ARCO RIGHTS

You may exercise your rights of Access, Rectification, Cancellation, and Opposition by sending a request to [responsible party's email], including your full name and a description of your request.

### 6. USE OF COOKIES

Our website may use cookies to enhance your experience, analytics, and personalization. You may disable them in your browser settings.

### 7. CHANGES TO THIS NOTICE

Updates will be available at the reception desk and at [casaziña.com](http://casaziña.com).

### 8. CONTACT

Responsible party: Casa Ziña

Email: [casazinaoaxaca@gmail.com](mailto:casazinaoaxaca@gmail.com)

Phone: 951-465-0724