

Privacy Policy

The following privacy policy to understand how we use and protect the information that you provide to us.

Cosmic Villas Ltd is committed to preserving the privacy of all visitors to www.cosmicvillas.com

We only store your personal data as long as it is required for the performance of our services or as we are legally obligated.

Cosmic Villas Ltd does not assume any guarantee for the security of your data.

It is your responsibility to make an up-to-date back-up of the transferred data at all times and store it separately from the website. You are also responsible for creating a secure password for your customer account and keeping it safe.

Information that we collect from you

By registering, requesting information or otherwise contacting us on or through this site, you consent to the collection, use and transfer of your data and information under the terms of this policy.

Cosmic villas Ltd collects, holds, and will hold in the future, information, booking data and personal data that you provide to Cosmic villas Ltd through its websites or otherwise.

When you visit, register or contact us on or through www.cosmicvillas.com you may be asked to provide certain information including: name, gender, date of birth, contact information including email address, mobile/phone number, address, postcode, preferences, interests, your dates of travel, correspondence to and from owners/management and other information relevant to customer accounts and/or offers.

All debit and credit card details are stored directly and securely with our payment service providers, Barclays Bank Limited, Stripe Payments UK Limited and Paypal (uk) Limited.

We do not store or have access to your full card payment details.

Cosmic Villas Ltd is fully compliant with the Payment Card Industry Data Security Standard (PCI DSS).

Use of your information

Your information will enable us to provide you with access to all parts of our site and to supply the services or products you have requested.

It will also enable us to charge and refund you and to contact you where necessary concerning your registrations, bookings, services, requests or information. We will also use and analyse the information we collect so that we can administer, support, improve and develop our business. Further, where you have consented, we might also use your information to let you know about other products and services which we offer which may be of interest to you including: Promotions or Offers, Property Management, Extra Services, Transport and Transfers, Transfer from your Home to Airport, Transfer from Holiday Airport to the Property, Insurance or Car Vehicle Hire.

At any time, we may contact you by email, mobile, telephone, SMS, instant messaging, post or telephone.

Disclosure of your information

We never sell or lease your personal information to third parties.

The information you provide to us will be held on our computers in the UK and may be accessed by or given to our staff working outside the UK and third parties and associates including companies within the Cosmic Villas group who act for us for the purposes set out in this policy or for other purposes approved by you. Those parties process information, fulfil and deliver orders, act as our professional advisors, provide properties, process debit/credit card payments and provide support services to us and on our behalf.

Where you have consented when providing us with your details we may also allow carefully selected third parties, including other companies in our group, to contact you occasionally about products and services which may be of interest to you including Property Management, Transfer from your Home to Airport, Transfer from Holiday Airport to the Property, Insurance or Car Vehicle Hire and they may contact you by post, telephone or fax, as well as by e-mail. If you change your mind about being contacted by these companies in the future, please let them know.

If our business enters into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners and their professional advisors.

If required; by law, for health, safety, security, criminal prosecution, administrative, judicial authorities or fraudulent activity we reserve the right to share your personal data with relevant bodies.

Disclosure to the local authorities

For legal and regulatory reasons, it is necessary that we share certain personal data and booking information with the governmental authorities.

Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web

applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. Our website uses cookies to remember your login session, and to enable certain part of the website to function properly. We may use anonymous traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you are unable to do so, please contact us at [the](#) above email address and we will provide further information on how to disable your cookies.

If you do disable your cookies, you may not be able to use certain features on our site.

Security and data retention

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

We are fully compliant with the Payment Card Industry Data Security Standard (PCI DSS).

Links to other websites

Our website may contain links to other websites of interest, including property listings hosted on external websites. However, once you have used these links to leave our site you should note that we do not have any control over that other website, therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Accessing and updating

You are entitled to see the information held about you and you may ask us to make any necessary changes to ensure that it is accurate and kept up to date.

If you wish to do this, please contact us at [the](#) above email address.

If you believe that any information we are holding on you is incorrect or incomplete, email us as soon as possible, at the above email address. We will promptly correct any information found to be incorrect.

You are able to request access to your data, and request removal of all your information we hold, you can do so by emailing at the above email address. An objection only has future effect and does not affect previous processing. Statutory and operational storage requirements or reasons are reserved by us.

Changes to our privacy policy

Any changes to our privacy policy in the future will be posted to the site and, if considered appropriate, through e-mail notification.

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