

This Privacy Policy applies to the ramsukhresorts.com

ramsukhresorts.com recognises the importance of maintaining your privacy. We value your privacy and appreciate your trust in us. This Policy describes how we treat user information we collect on <https://www.ramsukhresorts.com> and other offline sources. This Privacy Policy applies to current and former visitors to our website and to our online customers. By visiting and/or using our website, you agree to this Privacy Policy.

ramsukhresorts.com is a property of Rathi Resorts Pvt. Ltd., an Indian Company registered under the Companies Act, 2013 having its registered office at 108/27, Bharati Niwas Society, Prabhat Road, Pune,, Maharashtra, 411004.

Information we collect.

Contact information. We might collect your name, email, mobile number, phone number, street, city, state, pincode, country and ip address.

Payment and billing information. We might collect your billing name, billing address and payment method. We NEVER collect your credit card number or credit card expiry date or other details pertaining to your credit card on our website. Credit card information will be obtained and processed by our online payment partner CC Avenue.

Information you post. We collect information you post in a public space on our website.

Demographic information. We may collect demographic information about you.

Other information. If you use our website, we may collect information about your IP address and the browser you're using. We might look at what site you came from, duration of time spent on our website, pages accessed or what site you visit when you leave us. We might also collect the type of mobile device you are using, or the version of the operating system your computer or device is running.

We collect information in different ways.

We collect information directly from you. We collect information directly from you when you submit an enquiry or make a booking, using our website. We also collect information if you ask us a question through phone or email.

We collect information from you passively. We use tracking tools like Google Analytics, Google Webmaster, browser cookies and web beacons for collecting information about your usage of our website.

We get information about you from third parties. For example, if you use an integrated social media feature on our websites. The third-party social media site will give us certain information about you. This could include your name and email address.

Use of your personal information

We use information to contact you: We might use the information you provide to contact you for responding to an enquiry made by you or a confirmation/cancellation of booking you made on our website or for other promotional purposes.

We use information to respond to your requests or questions.

We use information to improve our products and services. We might use your information to customize your experience with us. This could include displaying content based upon your preferences.

We use information to look at site trends and customer interests. We may use your information to make our website and products better. We may combine information we get from you with information about you we get from third parties.

We use information for security purposes. We may use information to protect our company, our customers, or our websites.

We use information for marketing purposes. We might send you information about special promotions or offers. We might also tell you about new features/rooms/amenities of our properties. These might be our own offers or products, or third-party offers or products we think you might find interesting. Or, for example, if you submit an enquiry, make a booking, call us or email us, we'll enroll you in our newsletter.

We use information to send you transactional communications. We might send you emails, SMS or whatsapp messages about your enquiry or booking.

We use information as otherwise permitted by law.

Sharing of information with third-parties

We will share information with third parties who perform services on our behalf. We share information with vendors who help us manage our online registration process or payment processors or transactional message processors. Some vendors may be located outside of India.

We will share information with the event organizers. We share your information with event organizers and other parties responsible for fulfilling the purchase obligation. The event organizers and other parties may use the information we give them as described in their privacy policies.

We will share information with our business partners. This includes a third party who provides or sponsors an event, or who operates a venue where we hold events. Our partners use the information we give them as described in their privacy policies.

We may share information if we think we have to in order to comply with the law or to protect ourselves. We will share information to respond to a court order or subpoena. We may also share it if a government agency or investigatory body requests. Or, we might also share information when we are investigating potential fraud.

We may share information with any successor to all or part of our business. For example, if part of our business is sold we may give our customer list as part of that transaction.

We may share your information for reasons not described in this policy. We will tell you before we do this.

Email Opt-Out

You can opt out of receiving our marketing emails. To stop receiving our promotional emails, please email your detailed request to pune@ramsukhresorts.com. It may take about ten to thirty days to process your request. Even if you opt out of getting marketing messages, we will still be sending you transactional messages through email and SMS about your purchases.

Third party sites

If you click on one of the links to third party websites, you may be taken to websites we do not control. This policy does not apply to the privacy practices of those websites. Read the privacy policy of other websites carefully. We are not responsible for these third party sites.

Grievance Officer

In accordance with Information Technology Act 2000 and rules made there under, the name and contact details of the Grievance Officer are provided below:

Mr. Tushar Pashilkar

Working at our Head Office in Pune

RAMSUKH HOUSE, 6th Floor, 1486, Shivaji Nagar, Thube Park, Nr. Sancheti Hospital, Ganeshkhind Road, Pune - 411005.

Phone: +91- 8308843756 / +91-9822300724

Email: pune@ramsukhresorts.com

If you have any questions about this Policy or other privacy concerns, you can email us.

Updates to this policy

This Privacy Policy was last updated on 07.03.2024. From time to time we may change our privacy practices. We will notify you of any material changes to this policy as required by law. We will also post an updated copy on our website. Please check our site periodically for updates.

Jurisdiction

If you choose to visit the website, your visit and any dispute over privacy is subject to this Policy and the website's terms of use. In addition to the foregoing, any disputes arising under this Policy shall be governed by the laws of India.