

ANANT YATRA VILLAS

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PRIVACY POLICY

Welcome to the website of Anant Yatra Villas. We are committed to protecting your privacy and handling your personal data in a transparent and secure manner. This Privacy Policy explains what information we collect, how we use it, how we protect it, and your rights regarding your personal data. By using our website or making a reservation with us, you agree to the practices described in this Privacy Policy.

1. Who We Are

This website is operated by:

PT Spot Creative

Trading as Anant Yatra Villas

Email: stay@anantyatravillas.com

Website: www.anantyatravillas.com

2. Personal Data We Collect

Depending on how you interact with us, we may collect the following information:

- Full name
- Email address
- Telephone number
- Postal address (if required)
- Nationality (where required by law)
- Passport or identification details (only where required by Indonesian regulations)
- Check-in and check-out dates
- Number of guests
- Special requests or preferences voluntarily provided
- Payment information (excluding complete payment card details)
- IP address
- Browser type and device information
- Website usage information collected through cookies
- Any information you provide through our contact forms or by email



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3. How We Use Your Personal Data

We process your personal data for the following purposes:

- To respond to enquiries.
- To process and manage reservations.
- To communicate before, during and after your stay.
- To verify your identity where legally required.
- To comply with Indonesian immigration, tourism and other legal obligations.
- To process payments and refunds.
- To improve our website and guest experience.
- To maintain the security of our property and website.
- To comply with applicable legal and regulatory requirements.

4. Legal Basis for Processing

Where applicable, we process your personal data based on one or more of the following legal grounds:

- Performance of a contract.
- Compliance with legal obligations.
- Your consent.
- Our legitimate business interests, provided these do not override your privacy rights.

5. Reservations

Reservations may be made directly through our website or through third-party booking platforms such as [Booking.com](#) or Airbnb. When booking through a third-party platform, your personal information is also subject to that platform's own Privacy Policy. When booking directly with us, we collect only the information necessary to arrange and manage your stay.

6. Payments

For direct bookings, payments may be processed through trusted third-party payment providers or by bank transfer. We do not store complete credit or debit card information on our systems.

7. Immigration and Legal Requirements

Under Indonesian law, accommodation providers may be required to collect and report certain guest information to government authorities, including immigration and tourism authorities. Where required, we will process and disclose personal information solely for the purpose of complying with these legal obligations.



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8. Cookies

Our website uses cookies and similar technologies to improve your browsing experience. These may include:

- Essential cookies
- Functional cookies
- Analytical cookies (such as Google Analytics)
- Marketing cookies (only where you have provided consent, if required)

You can manage or disable cookies through your browser settings.

9. Sharing Personal Information

We never sell your personal data. We may share your information only with trusted third parties where necessary, including:

- Website hosting providers
- IT service providers
- Payment processors
- Booking platforms
- Professional advisers
- Government authorities where required by law

All third parties are expected to handle your personal information securely and only for the purposes for which it was provided.

10. International Data Transfers

As we serve guests from around the world and use international service providers, your personal data may be processed or stored in countries outside your country of residence.

Where required by applicable law, we take appropriate measures to ensure that your personal data remains adequately protected.

11. Data Retention

We retain personal data only for as long as necessary:

- To manage your reservation.
- To comply with legal and tax obligations.
- To resolve disputes.
- To enforce our agreements.

After this period, personal data will be securely deleted or anonymized where appropriate.



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12. Data Security

We implement appropriate technical and organisational measures to protect your personal data against accidental loss, unauthorised access, misuse, alteration or disclosure. While no internet transmission can be guaranteed to be completely secure, we continuously strive to protect your information.

13. Children's Privacy

Reservations must be made by individuals aged 18 years or older. Where personal information relating to children is processed as part of a reservation, it is handled only for the purposes of providing accommodation and under the responsibility of the adult making the booking.

14. Your Rights

Depending on the applicable privacy laws, you may have the right to:

- Access your personal data.
- Correct inaccurate information.
- Request deletion of your personal data.
- Restrict or object to certain processing activities.
- Withdraw consent where processing is based on consent.
- Request a copy of your personal data where applicable.

To exercise any of these rights, please contact us using the contact details below.

15. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites and encourage you to review their respective privacy policies.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be published on this page together with the updated revision date.

17. Contact Us

If you have any questions regarding this Privacy Policy or the way we process your personal data, please contact us:

PT Spot Creative Studio

Anant Yatra Villas

Email: stay@anantyatravillas.com

Website: www.anantyatravillas.com

