

THE RESIDENCY GROUP OF HOTELS

Guest Rights Policy

Your rights over your personal data as our guest

Document	Guest Rights Policy
Applies to	All guests of The Residency Group of Hotels properties and digital platforms
Owner	Data Protection Officer / Guest Relations
Version	1.0
Effective date	14 August 2026

1. Purpose & Scope

This policy sets out the rights every guest has over their personal data when staying at, or interacting digitally with, The Residency Group of Hotels, and how a guest can exercise those rights. It applies from the moment a booking is made until any residual data is deleted under the Data Retention Policy.

2. Right to Transparency

Guests have the right to know, in clear language, what personal data is collected about them, why, and for how long, before or at the time of collection. This is provided through our Privacy Policy, booking-page notices, and in-room guest directory.

3. Right to Access

A guest may request a copy of the personal data the Company holds about them, including reservation history, loyalty data, etc . Requests are fulfilled within 30 days of verification of identity.

4. Right to Correction

A guest may request correction of inaccurate or outdated personal data (e.g. contact details, spelling of name, ID number) at any time by contacting the front desk or Guest Relations.

5. Right to Erasure

A guest may request deletion of their personal data once it is no longer required for the purpose it was collected, subject to statutory retention obligations described in the Data Retention Policy (for example, government-mandated guest-registration records cannot be deleted early). Where full erasure is not legally possible, the Company will restrict further use of the data to the minimum required.

6. Right to Withdraw Consent

Where processing is based on consent — such as marketing emails, SMS offers, or loyalty profiling — a guest may withdraw consent at any time, free of charge, without affecting their current or future ability to book a stay.

7. Right to Data Portability

On request, a guest's loyalty and preference data can be provided in a commonly used, machine-readable format for transfer to another service provider, where technically feasible.

8. Right to Non-Discrimination

Exercising any right under this policy — including declining optional data collection or withdrawing marketing consent — will never result in a lower standard of service, higher pricing, or denial of a booking, beyond what is strictly necessary to deliver the requested service (e.g. certain loyalty benefits require an active membership profile).

9. Transparency on Surveillance

CCTV is in operation in lobbies, corridors, and other public/back-of-house areas for guest and staff safety, with clear signage at entry points. Cameras are never placed in guest rooms, changing areas, or washrooms.

10. Children's Data

Where a booking includes a minor, the Company collects only the minimum data required for accommodation and safety purposes, and does not use a child's data for marketing without verified parental/guardian consent.

11. How to Exercise These Rights

- In person — at the Front Desk or Guest Relations desk of any Group property.
- By email/phone — using the contact details on the Company website and booking confirmation.
- Through the Data Protection Officer — for complaints or requests not resolved at property level.

The Company will verify identity before actioning any request, acknowledge the request within 2 business days, and respond substantively within 30 days.

12. Escalation & Complaints

If a guest is not satisfied with how their request was handled, they may escalate to the Data Protection Officer, and thereafter to the relevant data-protection regulator (in India, the Data Protection Board under the DPDP Act, 2023) in accordance with applicable law.

This policy is confidential and intended solely for internal use, authorized guests, and contracted third parties as applicable. It is reviewed annually by the Information Security & Data Protection Committee.