

Privacy Policy

LLP Grand Hotel Tien-Shan (hereinafter referred to as the "Hotel") respects the privacy of its guests and website users and is committed to protecting their personal data. This Privacy Policy explains what data we collect, how we use it, and how we protect it.

1. Collection and Use of Personal Data

We may collect the following categories of personal data:

- ✓ Contact information: first name, last name, phone number, email address;
- ✓ Payment details: payment method information, bank card details (when making a reservation);
- ✓ Stay details: check-in and check-out dates, guest preferences, service requests;
- ✓ Technical information: IP address, website visit data, cookies.

We use this data for:

- ✓ Processing and managing reservations;
- ✓ Providing quality service and personalized customer experience;
- ✓ Processing payments and financial transactions;
- ✓ Improving the Hotel's website and services;
- ✓ Marketing communications (with an option to unsubscribe);
- ✓ Compliance with legal requirements.

2. Sharing Data with Third Parties

We do not share personal data with third parties except in the following cases:

- ✓ Payment processors and financial institutions for processing payment transactions;
- ✓ Government authorities as required by law;
- ✓ Hotel partners providing additional services (e.g., transfer, excursions) with the guest's consent.

3. Protection of Personal Data

We take all reasonable measures to protect personal data, including:

- ✓ Using encryption when transmitting data;
- ✓ Restricting access to data to authorized personnel only;
- ✓ Regularly updating security systems.

However, despite these measures, we cannot guarantee absolute security of data transmission over the internet.

4. Data Retention

We store personal data for the period necessary to fulfil the purposes of processing or as required by law. After these periods, the data is deleted or anonymized.

5. User Rights

Guests and users have the following rights:

- ✓ Request access to their personal data;
- ✓ Correct or delete their data;
- ✓ Restrict or object to the processing of their data;
- ✓ Withdraw consent for data processing (if processing is based on consent);
- ✓ File a complaint with the relevant authority.

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

6. Use of Cookies

We use cookies to improve the website's performance and personalize content. Guests can manage cookie settings in their browser.

7. Contact Information

If you have any questions about our Privacy Policy or data processing, please contact us:

LLP Grand Hotel Tien-Shan

Address: 115 Bogenbai Batyr St., Almaty, Kazakhstan

Phone: +7 727 244 96 11

Email: reservations@ts-hotels.kz

Effective Date:

We reserve the right to modify this Privacy Policy. Any changes will be published on the Hotel's website.