

# STAEWYNN, LLC

## Privacy Policy

*Effective Date: September 9, 2024*

### 1. Introduction

At STAEWYNN we respect and value your privacy. We encourage you to read this Privacy Policy carefully. This Privacy Policy explains how we collect, use, manage, disclose and protect your personal information. This policy applies to the website ([www.staewynn.com](http://www.staewynn.com)) and all products and services offered by STAEWYNN, LLC. When you visit and interact with our website, information is automatically received and collected through the use of cookies and similar technologies. You can access our website in many ways, including from a computer, tablet or mobile phone, and this Privacy Policy will apply regardless of the means of access. By accessing our services, you consent to the practices described in this policy. You are hereby advised that your continued use of our website constitutes your acceptance of the most recent version of this Privacy Policy. If you do not agree with any aspect of our Privacy Policy, please do not use our website.

### 2. Information We Collect

You voluntarily and actively submit information when you visit our website, book a trip or event, purchase a product, sign up for any of our offerings, and use any of our online submission or webpage forms. We may collect personal information from you, including but not limited to:

- **Contact Information:** names, email addresses, phone numbers, billing and mailing addresses
- **Booking Information:** reservation details, payment information, and travel preferences
- **Communication:** correspondence with us, such as emails or messages
- **Financial Data:** billing and payment data including credit card details
- **Demographic Information:** age, gender, purchase history, marketing preferences and other details to help us personalize your experience
- **Survey Data:** responses to surveys or feedback forms that you voluntarily complete
- **Other:** photographs, testimonials, and any other personally identifying information you may submit

If you voluntarily provide information to STAEWYNN in other contexts such as while attending one of our retreats or events, or to one of our marketing and technology partners, we may obtain and associate that information with the information you provide to us through our website.

### 3. Marketing Communications

When you send us an email, you are communicating with us electronically and consent to receive communications from us electronically. We may retain the content of the email, your email address, and our response in order to service your needs and requests. We may use the data that you provide to send you email for other business purposes, including marketing communications about our products or services that we believe you may find of interest.

#### **You have the right to:**

- **Unsubscribe:** Opt out of marketing communications
- **Delete:** Request the deletion of your personal information

If you no longer wish to receive marketing emails (updates, advertisements, promotions, discounts, newsletters) from STAEWYNN, you may unsubscribe by sending an email to: [connect@staewynn.com](mailto:connect@staewynn.com). Please be sure to include your full name, address, phone number and email address. This will ensure we identify you correctly in our systems and accurately process your request. STAEWYNN will take appropriate steps to implement your request to opt-out of receiving marketing communications and/or delete your personal information. Please note that it may take up to fifteen (15) business days to process your request(s). Until that change takes effect, you may still receive marketing communications from us.

#### **4. Third Party Websites**

Our website may contain links to and from other websites. If you follow a link to any of these websites, please note that they have their own privacy policies. Visiting these websites via links means acknowledging their individual privacy policies, for which we hold no liability.

#### **5. How We Use Your Information**

We use your personal information for the following purposes:

- **Reservations:** to book and manage your trip, retreat or event reservations
- **Communication:** to respond to your inquiries and provide customer support
- **Marketing:** to send promotional information, materials and newsletters
- **Customization:** to personalize your experience and offer relevant content
- **Legal Compliance:** to comply with legal obligations and regulations

#### **6. Information Sharing**

We do not sell, trade, or rent your personal information to third parties. Your data may be shared with:

- **Third-Party Service Providers:** We may engage trusted third-party service providers to assist with our business operations and services. We only share information to perform necessary operations and services.
- **Legal Obligations:** We may disclose your information if required by law, court order, or governmental authority.

#### **7. Data Security**

We employ industry-standard security measures to protect your personal information. This data is securely maintained to ensure its confidentiality and integrity. However, no method of data transmission or storage is entirely secure. We cannot guarantee the security of your data.

#### **8. Access Control**

Access to guest or client data is restricted to authorized personnel who require it for specific purposes, such as reservations, guest relations, client support, and marketing.

#### **9. Data Encryption**

During all stages of processing we use industry-standard encryption technologies to protect data transmission and storage.

#### **10. Updates to this Policy and Acceptance of Terms**

We may revise, update, or amend this Privacy Policy from time to time at our sole discretion. Changes will be posted on our website with an updated effective date. We encourage you to regularly review our Privacy Policy to stay informed. By visiting our website you will be deemed

to have knowledge of the provisions set forth in our Privacy Policy. If you do not agree with any aspect of our Privacy Policy, please do not use our website.

**11. Contact Us**

If you have questions or concerns regarding this Privacy Policy, please email us at: [connect@staewynn.com](mailto:connect@staewynn.com) with the subject heading “Privacy Policy” and include your name and contact information in the message.