

Privacy Policy

Effective Date: August 05, 2026

Last Updated: August 05, 2026

Foxoso Hotels – Privacy Policy

Foxoso Hospitality Private Limited ("Foxoso", "Foxoso Hotels", "we", "our", or "us") is committed to protecting your privacy and handling your personal information responsibly, transparently, and securely.

This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information when you:

- Visit www.foxosohotels.com;
- Make a hotel reservation through our website;
- Contact us by email, telephone, WhatsApp, or online forms;
- Subscribe to our newsletter or promotional communications;
- Stay at any Foxoso hotel or resort; or
- Use any products or services offered by Foxoso Hospitality Private Limited.

By accessing or using our website or services, you acknowledge that you have read and understood this Privacy Policy.

1. Who We Are

Foxoso Hospitality Private Limited owns and operates the Foxoso Hotels brand.

Registered Office

Foxoso Hospitality Private Limited
L-10-A, Ganga Tower
Mahipalpur Chowk
New Delhi – 110037
India

Customer Support

Email: crs@foxosohotels.com
Phone: +91 9355444526

2. Privacy Contact

If you have any questions regarding this Privacy Policy or wish to exercise your privacy rights, please contact:

Privacy & Grievance Contact

Designation: CRS

Email: crs@foxosohotels.com

Phone: +91 9355444526

We will make reasonable efforts to respond to privacy-related requests within applicable legal timelines.

3. Scope of this Privacy Policy

This Privacy Policy applies to:

- www.foxosohotels.com
- Direct hotel reservations made through our website
- Customer support interactions
- WhatsApp communications
- Email communications
- Marketing communications
- Hotel stays at participating Foxoso Hotels

- Online promotions, offers and contests operated by Foxoso

This Privacy Policy does not apply to third-party websites, booking platforms, or services that maintain their own privacy policies.

4. Information We Collect

Depending on how you interact with us, we may collect the following categories of personal information.

A. Identity Information

This may include:

- Full name
 - Date of birth
 - Gender
 - Nationality
 - Passport details (where legally required)
 - Government-issued identification (including Aadhaar or other identification where permitted or required by applicable law)
 - Guest identification required during hotel check-in
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B. Contact Information

This includes:

- Mobile number
 - Telephone number
 - Email address
 - Residential address
 - Billing address
 - Country and city of residence
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C. Reservation Information

When you make a reservation, we may collect:

- Hotel selected
 - Check-in date
 - Check-out date
 - Number of guests
 - Room preference
 - Booking reference
 - Special requests
 - Loyalty or promotional codes
 - Reservation history
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D. Payment Information

To process reservations, we may collect payment-related information necessary to complete your transaction.

Payments made through our website are securely processed through our authorised payment gateway provider.

Important: Foxoso Hotels does **not** store your complete debit card, credit card, CVV, or internet banking credentials on its own servers.

E. Guest Preference Information

To improve your stay, we may collect preferences such as:

- Dietary preferences
- Food allergies
- Accessibility requirements
- Room preferences
- Smoking or non-smoking preference
- Anniversary or birthday requests

- Other guest service requests

Providing such information is voluntary.

F. Communication Information

When you contact us, we may collect:

- Email correspondence
 - WhatsApp messages
 - Telephone enquiries
 - Customer support requests
 - Feedback
 - Survey responses
 - Complaint details
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G. Technical Information

When you visit our website, we automatically collect certain technical information, including:

- IP address
 - Browser type
 - Device type
 - Operating system
 - Screen resolution
 - Language settings
 - Time zone
 - Referring website
 - Pages visited
 - Session duration
 - Clickstream data
 - Error logs
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H. Marketing Information

If you subscribe to our newsletter or marketing communications, we may collect:

- Marketing preferences
- Email subscription status
- Campaign interactions
- Email opens
- Link clicks
- Offer preferences

You may unsubscribe from marketing communications at any time by using the unsubscribe link included in our emails or by contacting us.

5. Information We Collect During Hotel Stays

Depending on applicable legal requirements and the services requested, we may collect additional information during your stay, including:

- Government-issued identification for guest registration
- Passport and visa information for foreign nationals where required by law
- Emergency contact information
- Billing instructions
- Incident reports
- Lost-and-found records
- Service requests
- Concierge requests

We collect only the information reasonably necessary to provide our services and comply with applicable legal obligations.

6. Information We Do Not Intentionally Collect

We do not intentionally collect sensitive personal information unless it is necessary for providing requested services or required by law.

For example, we generally do not seek information relating to:

- Political opinions
- Religious beliefs (except where voluntarily provided to accommodate dietary requirements)
- Biometric information
- Criminal records
- Genetic information

Where such information is required for a specific service or legal obligation, we will process it in accordance with applicable law.

7. How We Collect Your Information

We collect personal information in several ways.

Information You Provide Directly

You may provide information when you:

- Make a reservation
 - Contact our reservations team
 - Submit an enquiry
 - Request a quotation
 - Subscribe to our newsletter
 - Participate in promotions
 - Complete feedback forms
 - Contact customer support
 - Communicate with us through WhatsApp
 - Send emails to Foxoso Hotels
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Information Collected Automatically

When you use our website, certain information is collected automatically through cookies, analytics tools, server logs, and similar technologies.

This helps us understand how visitors use our website and improve website performance, security, and user experience.

Further details about cookies and tracking technologies are provided later in this Privacy Policy.

Information Received from Third Parties

We may receive information from trusted business partners, including:

- Online travel agencies (OTAs)
- Reservation and booking partners
- STAAH booking engine
- Payment service providers
- Marketing partners
- Customer support providers
- Advertising partners
- Analytics providers

Any information received from third parties is handled in accordance with this Privacy Policy and applicable law.

8. How We Use Your Personal Information

We use your personal information only for legitimate business purposes, to provide our services, fulfil our contractual obligations, comply with applicable laws, and improve your experience with Foxoso Hotels.

Depending on your interaction with us, we may use your information for the following purposes:

Reservation and Accommodation Services

- Process and confirm hotel reservations
- Manage modifications, cancellations, and refunds

- Verify guest identity during check-in where required by law
- Provide accommodation and hospitality services
- Communicate reservation confirmations and updates
- Respond to special accommodation requests
- Manage loyalty programmes and promotional offers (where applicable)

Customer Service

We use your information to:

- Respond to enquiries
- Provide customer support
- Resolve complaints
- Assist with lost-and-found requests
- Improve customer service quality
- Maintain communication before, during, and after your stay

Payment Processing

Your payment information is used solely to:

- Process reservation payments
- Verify payment transactions
- Detect and prevent fraudulent transactions
- Process refunds where applicable
- Generate invoices and payment confirmations

Online payments made through our website are securely processed by our authorised payment gateway provider, **Airpay**.

Foxoso Hotels **does not store your complete debit card, credit card, CVV, UPI PIN, or internet banking credentials** on its systems.

Personalising Your Experience

We may use your preferences to:

- Remember room preferences
- Record dietary requirements
- Arrange accessibility assistance
- Recognise returning guests
- Improve guest experience during future visits

Website Administration

We use technical information to:

- Maintain website functionality
- Monitor website performance
- Improve page loading speed
- Troubleshoot technical issues
- Detect malicious activity
- Prevent fraud and unauthorised access
- Protect our systems and users

Business Operations

We may use your information to:

- Maintain business records
- Conduct audits
- Comply with accounting requirements
- Manage legal claims
- Exercise our legal rights
- Meet regulatory obligations

9. Marketing Communications

If you choose to receive promotional communications, we may send information regarding:

- Hotel offers
- Seasonal promotions
- Discount campaigns
- Festival packages

- New hotel launches
- Loyalty benefits
- Travel-related updates
- Newsletters

Marketing communications may be sent through:

- Email
- SMS
- WhatsApp (where you have interacted with us or provided consent)
- Other digital communication channels permitted by law

You may opt out of marketing communications at any time by:

- Clicking the "Unsubscribe" link in our emails;
- Contacting us at crs@foxosohotels.com; or
- Updating your communication preferences where available.

Please note that even if you opt out of marketing messages, we may continue to send important service-related communications such as booking confirmations, payment receipts, reservation updates, cancellation notices, and responses to your enquiries.

10. Booking Engine

Reservations made through our website are processed using the **STAAH** booking engine.

When you make a reservation, certain personal information required to complete your booking may be securely shared with STAAH for purposes including:

- Reservation processing
- Booking confirmation
- Availability management
- Reservation modification
- Cancellation processing
- Guest communication relating to your booking

Information shared with STAAH is limited to what is reasonably necessary to provide reservation services.

11. Payment Processing

Payments made through www.foxosohotels.com are securely processed through **Airpay**.

Foxoso Hotels does not collect or store complete payment card information on its own servers.

Payment transactions are processed using industry-standard security measures implemented by Airpay.

Please note that payment processing is also subject to the privacy policy and terms of the respective payment service provider.

12. Cookies and Similar Technologies

Our website uses cookies and similar technologies to improve website functionality, enhance user experience, analyse website traffic, and support marketing activities.

Cookies are small text files stored on your device when you visit a website.

Depending on your browser settings, cookies may be accepted automatically or you may choose to disable them.

Disabling cookies may affect certain features of our website, including the booking process.

13. Types of Cookies We Use

Essential Cookies

These cookies are necessary for the website to function correctly.

Examples include:

- User session management
- Security
- Booking process
- Load balancing
- Fraud prevention

Without these cookies, certain website functions may not operate properly.

Performance and Analytics Cookies

These cookies help us understand how visitors use our website.

Information collected may include:

- Pages visited
- Time spent on pages
- Device type
- Browser information
- User journey
- Website performance

This information is aggregated and helps us improve our website.

Functional Cookies

These cookies remember choices you make, including:

- Preferred language
 - Region
 - Returning visitor preferences
 - Website settings
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Advertising Cookies

Advertising cookies help us:

- Measure campaign effectiveness
- Display relevant advertisements
- Limit repeated advertisements
- Understand marketing performance

These cookies may be placed by advertising partners working with Foxoso Hotels.

14. Analytics and Marketing Technologies

Our website may use the following technologies:

Google Analytics

We use Google Analytics to understand website usage, visitor behaviour, traffic sources, and website performance.

Google Analytics collects information such as:

- Pages visited
- Device information
- Browser type
- Approximate location
- Session duration
- Website interactions

This information helps us improve our website and guest experience.

Google Tag Manager

Google Tag Manager assists us in deploying and managing website tags and analytics tools efficiently.

Google Tag Manager itself does not collect personal information but facilitates the operation of other authorised tracking technologies.

Google Ads

We may use Google Ads to:

- Measure advertising performance
 - Deliver relevant advertisements
 - Conduct remarketing campaigns
 - Improve marketing effectiveness
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Meta Pixel

We may use Meta Pixel to understand how visitors interact with our website after viewing or clicking advertisements on Meta platforms.

Meta Pixel helps us measure campaign effectiveness and improve future advertising.

Mailchimp

If you subscribe to our newsletter, your email address and subscription preferences may be processed using **Mailchimp**, our email marketing service provider.

Mailchimp enables us to:

- Send newsletters
- Deliver promotional emails
- Measure email campaign performance
- Manage subscription preferences

You may unsubscribe from these communications at any time.

WhatsApp

If you contact us using WhatsApp, we may process information that you voluntarily share with us, including:

- Name
- Mobile number
- Reservation details
- Messages
- Attachments
- Customer service enquiries

Such communications are used solely to assist with your enquiry or reservation.

15. Sharing Your Personal Information

We do not sell your personal information.

However, we may share your information where necessary with trusted third parties, including:

- Foxoso Hotels and affiliated business entities
- Hotels participating under the Foxoso brand
- STAAH booking platform
- Airpay payment gateway
- IT service providers
- Cloud hosting providers
- Email communication providers
- Marketing service providers
- Customer support providers
- Professional advisers, including auditors, accountants, legal advisers, and insurers
- Government authorities or law enforcement agencies where required by law

We require our service providers to protect personal information appropriately and use it only for authorised purposes.

16. International Data Transfers

As Foxoso Hotels serves guests from India and other countries, your personal information may be processed or accessed in jurisdictions outside your country of residence where necessary for providing our services.

Where personal information is transferred internationally, we take reasonable measures to ensure that appropriate safeguards are in place and that such transfers comply with applicable data protection laws.

We work with reputable service providers that maintain appropriate security and privacy standards for handling personal information.

17. Data Security

Foxoso Hotels takes appropriate technical, administrative, and organisational measures to protect your personal information against unauthorised access, disclosure, alteration, misuse, or destruction.

Our security measures include, where appropriate:

- Secure Socket Layer (SSL)/Transport Layer Security (TLS) encryption for data transmitted through our website.
- Restricted access to personal information based on business need.
- Password-protected systems and user authentication.
- Firewalls, malware protection, and network security controls.
- Monitoring and logging of systems to identify suspicious activity.
- Secure hosting and regular software updates.
- Employee confidentiality obligations and privacy awareness.

While we strive to protect your personal information, no method of electronic transmission or storage is completely secure. Accordingly, we cannot guarantee absolute security.

18. Data Retention

We retain your personal information only for as long as necessary to:

- Provide our services;
- Manage reservations and guest relationships;
- Comply with applicable legal, regulatory, accounting, and tax requirements;
- Resolve disputes;
- Enforce our agreements; and
- Protect our legitimate business interests.

The length of time for which we retain personal information depends on the nature of the information, the purpose for which it was collected, and applicable legal obligations.

When personal information is no longer required, we will securely delete, anonymise, or otherwise dispose of it in accordance with our internal retention practices and applicable law.

19. Children's Privacy

Our website and services are intended for adults.

Individuals under the age of 18 should use our website only with the involvement of a parent or legal guardian.

We do not knowingly collect personal information from children except where necessary to complete a reservation made by a parent or guardian or where otherwise permitted or required by applicable law.

If you believe that a child has provided personal information to us without appropriate authorisation, please contact us at crs@foxosohotels.com, and we will take appropriate steps to review and, where appropriate, delete such information.

20. Your Privacy Rights

Subject to applicable law, you may have the right to:

- Request access to the personal information we hold about you.
- Request correction or updating of inaccurate or incomplete personal information.
- Request deletion of personal information where we are no longer required or permitted to retain it.
- Withdraw consent where processing is based on your consent.
- Object to or request restriction of certain processing activities where permitted by law.
- Request information regarding how your personal information is processed.
- Opt out of receiving marketing communications at any time.

To exercise any of these rights, please contact:

CRS – Privacy Contact

Email: crs@foxosohotels.com

Phone: +91 9355444526

For your protection, we may request information to verify your identity before processing certain

requests.

21. International Visitors

Foxoso Hotels welcomes guests from around the world.

If you access our website from outside India, please note that your personal information may be collected, stored, and processed in India or in other jurisdictions where our authorised service providers operate.

Where required by applicable law, we implement appropriate safeguards to protect personal information transferred across borders.

22. Third-Party Websites

Our website may contain links to websites, booking platforms, social media pages, or services operated by third parties.

This Privacy Policy applies only to Foxoso Hotels' website and services.

We are not responsible for the privacy practices, security, or content of third-party websites. We encourage you to review the privacy policies of any external websites before providing your personal information.

23. Business Transfers

If Foxoso Hospitality Private Limited undergoes a merger, acquisition, restructuring, sale of assets, or similar corporate transaction, personal information may be transferred as part of that transaction, subject to applicable legal requirements and appropriate confidentiality obligations.

24. Compliance with Applicable Laws

Foxoso Hotels processes personal information in accordance with applicable laws and regulations governing privacy and data protection.

Where applicable, this includes compliance with relevant Indian data protection requirements and, for international guests, applicable privacy obligations relevant to the services provided.

25. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect:

- Changes in applicable laws or regulations;
- Changes to our services or website;
- Changes to our business operations; or
- Improvements to our privacy practices.

The revised Privacy Policy will be published on our website with an updated "Last Updated" date.

Your continued use of our website or services after any changes become effective constitutes your acknowledgement of the updated Privacy Policy.

26. Contact Us

If you have any questions, concerns, or requests relating to this Privacy Policy or the processing of your personal information, please contact us.

Foxoso Hospitality Private Limited

Registered Office:

L-10-A, Ganga Tower

Mahipalpur Chowk

New Delhi – 110037

India

Privacy & Grievance Contact

Designation: CRS

Email: crs@foxosohotels.com

Phone: **+91 9355444526**

Website: www.foxosohotels.com

We will make reasonable efforts to acknowledge and respond to genuine privacy-related enquiries within a reasonable period, subject to applicable law.

27. Contacting Us Through the Website

If you submit an enquiry through our website, request a callback, contact us through WhatsApp, or complete any online form, the information you provide will be used solely for responding to your enquiry, providing the requested services, or communicating with you regarding your reservation or stay.

Please ensure that the information you provide is accurate and up to date.

28. Acceptance of this Privacy Policy

By using the Foxoso Hotels website or our services, you acknowledge that you have read, understood, and agree to this Privacy Policy.

If you do not agree with this Privacy Policy, please discontinue use of our website and services.

Foxoso Hospitality Private Limited

Website: www.foxosohotels.com

Email: crs@foxosohotels.com

Customer Support: +91 9355444526

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