

Privacy Policy

Cozy Haven Vacation Homes Rental LLC

Effective Date: 18/09/2025

1. Introduction

This Privacy Policy explains how **Cozy Haven Vacation Homes Rental LLC** (“Cozy Haven,” “we,” “our”) collects, uses, and protects your personal data when you use our website or services.

2. Data We Collect

- **Identity Data:** Name, passport, Emirates ID.
- **Contact Data:** Phone number, email, address.
- **Booking Data:** Stay details, payments.
- **Legal Data:** DTCM registration information.
- **Technical Data:** IP address, cookies, analytics.

3. Use of Data

We use your data to:

- Process and confirm bookings.
- Register guests with **DTCM** (required by law).
- Communicate check-in, check-out, and support.
- Process secure payments.
- Improve guest experience and website performance.

4. Data Sharing

We may share your data with:

- **Government authorities** (DTCM, Dubai Police, Immigration).
- **Payment processors** for transactions.
- **Service providers** (cleaning, transfers, maintenance) where necessary.
We do not sell or rent your data to third parties.

5. Data Security

- Sensitive data is encrypted and access-controlled.
- While we implement safeguards, no system is 100% secure. Guests share information at their own risk.

6. Cookies & Tracking

Our website uses cookies to:

- Improve functionality.

- Analyze traffic and enhance user experience.
You can disable cookies, but some features may not work properly.

7. Data Retention

We keep guest records only as long as required for bookings and legal compliance. Passport/ID details are retained as required by **DTCM law**.

8. Your Rights

Guests may request:

- Access to personal data.
- Corrections to inaccurate data.
- Deletion of data (unless retention is legally required).

Requests may be made via our contact details below.

9. International Access

If you use our website outside the UAE, your data may be processed within the UAE, where data protection laws may differ.

10. Updates

This Privacy Policy may be updated from time to time. Continued use of our website and services indicates acceptance of any changes.

11. Contact Us

Cozy Haven Vacation Homes Rental LLC,

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