

# Privacy Statement

Haven Vacation Rentals, LLC (“Haven”) is committed to protecting your privacy. This Statement of Privacy applies to the Haven web site, information collected through rental applications and wifi registration, and governs data collection and usage. By using the Haven web site or otherwise providing information to Haven, you consent to the data practices described in this statement.

## COLLECTION OF YOUR PERSONAL INFORMATION

Haven collects personally identifiable information, such as your e-mail address, name, home or work address, telephone number, and your identifiers for social media sites such as facebook and twitter. Haven also collects anonymous demographic information, which is not unique to you, such as your ZIP code, age, gender, preferences, interests and favorites.

There is also information about your computer hardware and software that is automatically collected by Haven. This information can include: your IP address, browser type, domain names, access times and referring web site addresses. This information is used by Haven for the operation of the web site, to maintain the quality of the web site, and to provide general statistics regarding use of the Haven web site.

Haven encourages you to review the privacy statements of web sites you choose to link to from the Haven website so that you can understand how those web sites collect, use and share your information. Haven is not responsible for the privacy statements or other content on web sites outside of the Haven website.

## USE OF YOUR PERSONAL INFORMATION

Haven collects and uses your personal information to operate the Haven web site and deliver the services you have requested. Haven also uses your personally identifiable information to inform you of other products or services available from Haven and its affiliates. Haven may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

Haven does not sell, rent or lease its customer lists to third parties. Haven may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, Haven may share data with trusted partners to help it perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to Haven, and they are required to maintain the confidentiality of your information.

Haven does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your consent.

Haven keeps track of the pages our customers visit within the Haven web site, in order to determine what Haven services are the most popular. This data is used to deliver customized content and advertising to customers whose behavior indicates that they are interested in a particular subject area.

Haven will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Haven or the site; (b) protect and defend the rights or property of Haven; and, (c) act under exigent circumstances to protect the personal safety of users of Haven, or the public.

## **USE OF COOKIES**

The Haven web site uses "cookies" to help personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the web server that you have returned to a specific page. For example, if you personalize Haven's pages, or register with a Haven site or service, a cookie helps Haven to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Haven web site, the information you previously provided can be retrieved, so you can easily use the Haven features that you customized.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Haven web site you visit.

## **SECURITY OF YOUR PERSONAL INFORMATION**

Haven secures your personal information from unauthorized access, use or disclosure. Haven secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

## **CONTACT INFORMATION**

Haven welcomes your comments regarding this Privacy Statement. If you believe that Haven has not adhered to this Statement, please email Haven at [info@havenvacationrentals.com](mailto:info@havenvacationrentals.com). We will use commercially reasonable efforts to promptly determine and remedy the problem.

## **OTHER LEGAL NOTICES**

Any dispute over privacy is subject to this Privacy Statement and any agreement you have entered into with Haven, including limitations on damages and application of the law of the State of Tennessee. Haven will occasionally update this Privacy Statement to reflect company and customer feedback. Please note that the use of information that Haven gathers is subject to the privacy notice in effect at the time of use. You should check the Haven web site frequently to see recent changes.