

## **Tiburon Hospitality Management Privacy Statement**

Tiburon Hospitality Management is committed in providing excellent service to all of our customers and visitors of this website, including respecting your concerns about privacy. We understand that you may have questions about how this website collects and uses the information that you provide to us.

If after reviewing this Statement you have any questions or privacy concerns please send an e-mail to [webmaster@tiburonhospitality.com](mailto:webmaster@tiburonhospitality.com).

### **Browsing**

This website does not collect personally identifiable information from your computer when you browse this website and request pages from our servers. This means that, unless you voluntarily and knowingly provide us with personally identifiable information, we will not know your name, your e-mail address, or any other personally identifiable information. When you request a page from our site, our servers log the information provided in the HTTP request header including the IP number, the time of the request, the URL of your request and other information that is provided in the HTTP header. We collect the HTTP request header information in order to make our website function correctly and provide you the functionality that you see on this website, as our servers use this information to deliver to you the pages on this website. We also use this information to better understand how visitors use our website and how we can better tune our website, its contents and functionality to meet your needs.

### **Information We Collect**

When we need to collect personally identifiable information from you to provide you with a particular service we will ask you to voluntarily supply us with the information we need. For example, if you would like to make a reservation at one of our hotels, we will ask you for information such as name, address, telephone number, e-mail address, credit card number, and room preference to process your reservation. We will use your e-mail address to send a confirmation and, if necessary, might use the other information to contact you for help to process the reservation. We will also use your e-mail address to notify you about special offers and promotions as described in the **E-Mail** section of this Statement, but you can opt out of e-mails at any time.

### **Reservations**

The personally identifiable information you provide to us for making a reservation, is made available to the applicable hotel for the purpose of meeting your reservation request. After making a reservation or completing your stay at a Tiburon resort, unless you tell us otherwise, the information you provide will be used by us for direct marketing of Tiburon Hospitality Management Resorts and other Tiburon products. We also

promote the products and services of select, reputable third parties with whom Tiburon has a strategic marketing relationship because they offer products or services that we believe would of interest to you. Tiburon may use the services of a third party mail.

### **Disclosure of Information to Third Parties**

Tiburon does use the services of third parties, such as e-mail service providers and marketing companies that act as agents on behalf of Tiburon. These parties are contractually prohibited from using personally identifiable information for any purpose other than for the purpose Tiburon specifies. We do provide non-personally identifiable information to certain service providers for their use on an aggregated basis for the purpose of performing their contractual obligations to us. We prohibit the sale or transfer of personal information to entities outside of the Tiburon Hospitality Management family of companies and hotels for their use without your approval.

### **Cookies**

- Our website uses "cookie" technology. "Cookies" are encrypted strings of text that a website stores on a user's computer. Our website requires the use of a cookie throughout the online reservation process. Without cookies we will not be able to keep information you enter on multiple pages together.

The types of cookies that we use are referred to as "session" cookies and "persistent" cookies. Session cookies are temporary and are automatically deleted once you leave Tiburonhospitality.com. Persistent cookies remain on your computer hard drive until you delete them. We do not use cookies to ascertain any personally identifiable information about you apart from what you voluntarily provide us in your dealings with Tiburon Hospitality Management. Cookies do not corrupt or damage your computer, programs, or computer files.

You may set your browser to block cookies (consult the instructions for your particular browser on how to do this), although doing so will adversely affect your ability to perform certain transactions, use certain functionality and access certain content on our website.

### **E-Mails about Special Offers and Promotions and Opt-Out**

It is our intention to only send you e-mail communications that will be useful to you and that you want to receive. When you register for Tiburon news and offers, or make a reservation and provide your e-mail address, we will periodically contact you via e-mail and provide information about special offers and promotions that may be of interest to you. These communications will relate to Tiburon related resort offers and/or the promotions of select, reputable third parties with whom Tiburon Hospitality Management has a strategic marketing relationship because they offer products or services that we believe would be of interest to you. We use a third party e-mail service provider to send e-mails. This service provider is prohibited from using your e-mail address for any purpose other than to send Tiburon related e-mail. You will recognize this service provider's email extension on emails your receive at; [\\_\\_\\_\\_ntarget.com](mailto:____ntarget.com). If you do not wish to receive an e-mail with updates and information please

unsubscribe. In addition, every time you receive an e-mail you will be provided the choice to opt-out of future e-mails by following the instructions provided in the e-mail. You may opt-out online by sending us an email to [webmaster.tiburonhospitality.com](mailto:webmaster.tiburonhospitality.com)

### **Events and Meetings**

If you would like to submit a request for proposal online or order a complimentary copy of our Meeting Planner brochure you will be required to provide certain personally identifiable information. All personally identifiable information you provide such as name, mailing address, e-mail address and telephone number will be transmitted to Tiburon Hospitality Management as an e-mail via the Internet and is not encrypted. To register, you will need to provide personally identifiable information as described above. Personally identifiable information you provide to us will be treated as confidential information and is subject to our company's security procedures and corporate policies regarding protection and use of confidential information. Tiburon Hospitality Management will not use this information for any other purposes.

### **Sweepstakes**

On occasion, we conduct sweepstakes that entitle the winners to prizes. Each sweepstakes has its own terms and conditions. Some sweepstakes require you to choose to enter and for others you will be entered automatically if certain elements described in the sweepstakes terms and conditions are met (e.g., making a reservation with a certain credit card). You will be informed before a transaction is executed if it will result in an automatic entry into the sweepstakes. As part of entering a sweepstakes certain personally identifiable information such as name and e-mail address will be required. We may use this information to send future communications about specials and offers.

### **Careers at Tiburon Hospitality Management**

Tiburon Hospitality Management uses select private label databases and tools provided by third parties to collect information from individuals that wish to be considered for potential employment. Information you provide to us is accessible and confidential to Tiburon Hospitality Management.

At your choice, you can opt-in to an e-mail list so that we can provide information about upcoming events or other announcements. Once you have elected to be included in the e-mail list you will also have the choice to opt-out on-line. Tiburon Hospitality Management will not use the information you provide for any purpose other than to determine your qualifications for potential employment with Tiburon and send e-mails you have requested.

## **Other Sites**

Tiburon Hospitality Management is only responsible for the privacy policy and content of this website. We are not responsible for the privacy practices or the use of cookies on websites that you have accessed this website from and to the non-Tiburon websites that you may access from this website.

## **Legal Issues**

This is a United States website and is subject to United States law. Tiburon Hospitality Management will disclose personally identifiable information without your permission when required by law, or in good faith belief that such action is necessary to investigate or protect against harmful activities to Tiburon guests, visitors, associates, or property (including this site), or to others. As mentioned above, laws related to personally identifiable information vary by country.

## **Other Web Sites Within Tiburonhospitality.com**

Within Tiburonhospitality.com are other Tiburon websites that are accessible from links within Tiburonhospitality.com or via separate URLs. Namely, these websites are: [www.daufuskieislandresort.com](http://www.daufuskieislandresort.com), [www.carefree-resort.com](http://www.carefree-resort.com), [www.oceanplaceresort.com](http://www.oceanplaceresort.com), [www.oceanplacespa.com](http://www.oceanplacespa.com), [www.carefreevillage.com](http://www.carefreevillage.com), [www.carefreevillagerentals.com](http://www.carefreevillagerentals.com), [www.melrosebeachcottages.com](http://www.melrosebeachcottages.com), [www.breathespa.com](http://www.breathespa.com)

## **Tiburon Hospitality Management Internet Privacy Statement Changes**

In the future, we may need to change this privacy statement. All changes will be made here so that you will always know what information we gather, how we might use that information and whether we will disclose it to anyone.