

Privacy Policy

Last Updated: 7th Jan 2026

Aura Suites (“**Aura Suites**”, “**we**”, “**our**”, or “**us**”) is committed to protecting the privacy and personal information of our guests, website visitors, and users. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.aurasuites.co.tz or interact with our services.

By using our website, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following types of information:

a) Personal Information

Information you voluntarily provide to us, including but not limited to:

- Full name
- Email address
- Phone number
- Nationality
- Reservation or inquiry details
- Special requests or preferences

This information is collected when you:

- Make a booking or inquiry
- Fill out contact or reservation forms
- Communicate with us via email, phone, or website

b) Automatically Collected Information

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Device information
- Pages visited and time spent
- Referring URLs

This data helps us improve website performance and user experience.

2. How We Use Your Information

We use the collected information for purposes including:

- Processing reservations and inquiries
 - Communicating booking confirmations, updates, or responses
 - Providing customer support
 - Improving our services and website functionality
 - Sending promotional or informational communications (only if opted in)
 - Ensuring website security and fraud prevention
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3. Cookies and Tracking Technologies

Our website may use **cookies** and similar technologies to:

- Enhance browsing experience
- Understand visitor behavior
- Analyze website traffic

You can choose to disable cookies through your browser settings; however, some website features may not function properly.

4. Sharing of Information

We do **not sell or rent** your personal information.

We may share your information only with:

- Trusted service providers assisting in operations (booking engines, email services, hosting providers)
- Legal or regulatory authorities if required by law
- Payment processors for secure transaction handling (if applicable)

All third parties are required to maintain confidentiality and data security.

5. Data Security

We implement appropriate technical and organizational security measures to protect your personal information against:

- Unauthorized access
- Loss or misuse
- Alteration or disclosure

While we strive to protect your data, no method of transmission over the internet is 100% secure.

6. Data Retention

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

- Fulfill the purposes outlined in this policy
- Comply with legal, tax, or regulatory obligations

Once no longer required, data is securely deleted or anonymized.

7. Your Rights

Depending on applicable laws, you may have the right to:

- Access your personal information
- Request correction or updates
- Request deletion of your data
- Withdraw consent for marketing communications

To exercise these rights, please contact us using the details below.

8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of such external sites. We encourage users to review their privacy policies separately.

9. Children's Privacy

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from minors.

10. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be posted on this page with an updated revision date.

11. Contact Information

If you have any questions or concerns regarding this Privacy Policy or your personal data, please contact us:

Aura Suites

📍 Tanzania

✉ Email: stay@aurasuites.co.tz

🌐 Website: www.aurasuites.co.tz