



Privacy Policy

Del Sol Treehouse

At Del Sol Treehouse, we respect the privacy of our guests and website visitors. This policy explains, in plain language, the personal information we may collect, why we collect it and how it is handled when you visit our website, make an enquiry or book a stay.

Del Sol Treehouse is a registered Australian business operated by Jizelle White. We aim to handle personal information responsibly and with regard to the principles of Australian privacy law.

1. Information we collect

Depending on how you interact with us, we may collect or receive information such as:

- your name, email address, phone number and other contact details;
- booking details, including stay dates, number of guests and information relevant to your reservation;
- messages, enquiries and other correspondence with us;
- information you submit through forms on the Del Sol Treehouse website;
- limited transaction or payment information associated with your booking, noting that we do not receive or store your full payment card details;
- information required to verify the identity of the primary guest for direct bookings; and
- technical information associated with use of our website, such as device, browser, IP address, cookies and website analytics data.

2. How we collect information

We may collect personal information directly from you when you contact us, submit a website form, communicate with us about a stay or make a direct booking. Information may also be received or processed through the services we use to operate Del Sol Treehouse, including Hospitable, Airbnb, Wix and Google Analytics.

If you book through Airbnb, information associated with your booking is collected and processed by Airbnb in accordance with Airbnb's own privacy practices. If you book directly with us, booking management, payment processing and guest verification are facilitated through Hospitable.

3. How we use your information

We use personal information where reasonably necessary to:

- respond to enquiries and manage reservations;
- communicate with you before, during and after your stay;

- provide check-in information and guest support;
- verify the identity of the primary guest for direct bookings and help reduce fraudulent or unauthorised bookings;
- process payments, refunds, cancellations and, where relevant, claims relating to a booking;
- manage the property, including providing limited information to authorised co-hosts, team members or service providers where required for your stay;
- maintain business, accounting, insurance and other records where required;
- understand how visitors use our website and improve our website and guest experience; and
- comply with applicable legal obligations and protect our legitimate interests, guests and property.

4. Direct bookings and identity verification

For direct bookings, the primary guest is required to complete identity verification through Hospitable Direct Premium. This may include providing a government-issued photo ID, a selfie and other information required by Hospitable to verify your identity.

Identity verification helps us confirm that the person making the reservation is the person who will be responsible for the booking, and assists with fraud prevention and the protection of our property.

Verification is completed through Hospitable's platform. Del Sol Treehouse does not ask guests to email or upload identification directly to our website. In some circumstances, we may be able to access identification within Hospitable where manual review is required. We do not download, screenshot or independently store copies of guest identification.

Information processed by Hospitable is also subject to Hospitable's own privacy policy and data handling practices.

5. Payments

Payments for direct bookings are processed through the payment services integrated with Hospitable. Del Sol Treehouse does not directly collect or store full credit or debit card details. Payment providers may collect and process information necessary to complete your transaction in accordance with their own privacy and security practices.

6. Sharing and access to personal information

We do not sell or trade guest personal information. We may share or make limited information available where reasonably necessary to operate the accommodation, including with authorised co-hosts, team members, housekeepers or other service providers. Access is intended to be limited to the information required for the relevant task. For example, housekeeping staff may receive a guest's first name for preparation of a welcome note.

We may also disclose information where required or authorised by law, or where reasonably necessary to manage a dispute, insurance matter, safety issue, suspected fraud, property damage or other legitimate matter relating to a booking.

7. Third-party services and overseas processing

We use third-party services to operate our website and accommodation business, including Hospitable for direct booking management and guest verification, Airbnb for bookings made through that platform, Wix for our website and contact forms, and Google Analytics for website analytics.

These providers operate their own systems and privacy practices. Some may store or process personal information outside Australia. Where information is handled by a third-party provider, its handling may also be governed by that provider's privacy policy and terms.

8. Website cookies and analytics

Our website uses cookies and similar technologies, including Google Analytics, to help us understand how visitors use the site and to improve its performance and content. This may involve the collection of technical information such as your IP address, device or browser information and interactions with the website.

We may introduce additional analytics, advertising or marketing technologies in the future. If our information handling practices materially change, we will update this Privacy Policy and, where appropriate, provide additional notice or choices.

9. Marketing communications

We do not currently operate a guest marketing mailing list. If we introduce marketing communications in the future, we will provide an appropriate way for people to choose whether to receive them and to unsubscribe from future marketing communications.

10. Security and retention

We take reasonable steps to protect personal information under our control from misuse, interference, loss and unauthorised access, modification or disclosure. We also seek to minimise the personal information we access and retain.

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, to manage or resolve matters associated with a booking, or to meet applicable legal, accounting, insurance or business record-keeping requirements. Information held by third-party providers is subject to their own retention practices.

11. Access, correction and privacy enquiries

You may contact us if you would like to ask what personal information we hold about you, request a correction, raise a privacy concern or ask a question about how your information has been handled. We will consider requests reasonably and respond as appropriate, subject to any legal or legitimate record-keeping requirements.

Privacy contact: Del Sol Treehouse

Email: delsoltreehouse@gmail.com

12. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes to our services, booking platforms, website technologies or privacy practices. The current version will be made available through the Del Sol Treehouse website and will show the date it was last updated.