

# Privacy Policy

Last updated: 2 April 2026

Welcome to Baan Kiao Resort. We are committed to protecting the personal information you share with us when visiting our website or making a reservation. This Privacy Policy explains what data we collect, how we use it, and your rights in relation to it. By using our website at [www.baankiao.com](http://www.baankiao.com), you agree to the practices described below.

## 1. Who We Are

Baan Kiao Resort is located at 54/8 Moo 8, Haad Yao, Koh Phangan, Suratthani 84280, Thailand. We operate the website [www.baankiao.com](http://www.baankiao.com) and provide accommodation, restaurant, and hospitality services.

For any privacy-related questions, you can reach us at:

**Email:** [baankiao@gmail.com](mailto:baankiao@gmail.com)

**Phone:** +66 (0)77 349 160

## 2. Information We Collect

We may collect the following categories of personal information:

- **Contact & Booking Information:** Your name, email address, phone number, nationality, and number of guests when you submit an enquiry or reservation request via our contact form.
- **Communication Records:** Any messages, questions, or correspondence you send us by email, phone, or WhatsApp.
- **Payment Information:** Payment details are processed securely by our third-party booking partners (e.g., Booking.com, Kayak, HotelsCombined). We do not store card details directly on our website.
- **Technical & Usage Data:** IP address, browser type, pages visited, time spent on site, and referring URLs, collected automatically via cookies and analytics tools.
- **Preferences:** Room type preferences or special requests you share with us.

## 3. How We Use Your Information

We use the information we collect for the following purposes:

- To respond to your enquiries and process your accommodation reservations.
- To confirm bookings, send pre-arrival information, and manage your stay.
- To improve our website, services, and guest experience.

- To comply with legal obligations under Thai law and international regulations.
- To detect and prevent fraudulent or harmful activity on our website.
- To send you relevant updates about your booking (we will not send marketing emails without your consent).

## 4. Cookies & Tracking Technologies

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Our website uses cookies — small text files placed on your device — to ensure the site functions correctly and to understand how visitors use it. We may use:

- **Essential Cookies:** Required for the website to operate (e.g., session management, contact form functionality).
- **Analytics Cookies:** Tools such as Google Analytics may collect anonymised data about site usage to help us improve the experience.
- **Third-Party Widgets:** Embedded content from booking platforms or social media may set their own cookies, subject to their own privacy policies.

You can control or delete cookies through your browser settings at any time. Disabling certain cookies may affect the functionality of our website.

## 5. Sharing Your Information

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We do not sell, rent, or trade your personal information. We may share it only in the following circumstances:

- **Booking Platforms:** If your reservation is made through a third-party platform (Booking.com, Kayak, HotelsCombined, etc.), that platform's privacy policy governs how they handle your data.
- **Service Providers:** Trusted third parties who assist us in operating our website or conducting our business, subject to confidentiality obligations.
- **Legal Requirements:** When required by law, court order, or governmental authority in Thailand or any applicable jurisdiction.

## 6. Data Retention

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We retain your personal information only for as long as necessary to fulfil the purposes outlined in this policy, or as required by Thai law. Booking records are generally retained for a minimum of five years for accounting and legal compliance purposes. After this period, data is securely deleted or anonymised.

## 7. Data Security

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We take reasonable technical and organisational measures to protect your personal information against unauthorised access, loss, or misuse. Our contact form and website are served over an encrypted HTTPS connection. However, no method of internet transmission is 100% secure, and we cannot guarantee absolute security.

## 8. Your Rights

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Depending on your country of residence, you may have the following rights regarding your personal data:

- **Access:** Request a copy of the personal data we hold about you.
- **Correction:** Ask us to correct inaccurate or incomplete data.
- **Deletion:** Request that we delete your data where there is no compelling reason for us to retain it.
- **Objection:** Object to us processing your data for certain purposes.
- **Withdrawal of Consent:** Where processing is based on your consent, you may withdraw it at any time without affecting lawfulness of prior processing.

To exercise any of these rights, please contact us using the details in Section 9. We will respond within 30 days.

## 9. International Visitors & GDPR

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Baan Kiao Resort welcomes guests from around the world. If you are visiting our website from the European Economic Area (EEA), the United Kingdom, or another jurisdiction with data protection laws, please note that your information is transferred to and processed in Thailand. We handle such data with care consistent with applicable data protection principles, including the EU General Data Protection Regulation (GDPR) where relevant.

## 10. Third-Party Links

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Our website may contain links to third-party websites, including booking platforms and travel review sites. We are not responsible for the privacy practices of those sites. We encourage you to review their privacy policies before providing any personal information.

## 11. Children's Privacy

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Our website is not directed at children under the age of 16. We do not knowingly collect personal data from children. If you believe a child has provided us with personal information, please contact us and we will delete it promptly.

## 12. Changes to This Policy

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We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The date at the top of this page indicates when the policy was last revised. We encourage you to review this page periodically. Continued use of our website after any changes constitutes your acceptance of the updated policy.

### Contact Us About Privacy

If you have any questions, concerns, or requests regarding this Privacy Policy or the way we handle your personal data, please get in touch:

**Email:** [baankiao@gmail.com](mailto:baankiao@gmail.com)

**Phone:** +66 (0)77 349 160

**Address:** 54/8 Moo 8, Haad Yao, Koh Phangan, Suratthani 84280, Thailand