

CLS Privacy Policy

This privacy policy discloses how Creative Lodging Solutions (CLS) uses and protects any information you submit through www.yourcls.com and any application affiliated with Creative Lodging Solutions.

This privacy policy applies solely to information collected by CLS site properties, including yourcls.com and its mobile applications. It will notify you of the following:

1. What personally identifiable information is collected from you through the website, how it is used and with whom it may be shared.
2. What choices are available to you regarding the use of your data.
3. The security procedures in place to protect the misuse of your information.
4. How you can correct any inaccuracies in the information.

Information Collection, Use, and Sharing

We are the sole owners of the information collected on this site. We only have access to collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to book a hotel reservation.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

Your Access to and Control Over Information

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we collect sensitive information (such as credit card data) that information is

encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for "https" at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

Registration

In order to use the WebGenesis portion of our site, a user must first register. During registration a user is required to give certain information (such as name and email address). This information is used to contact you about the services on our site in which you have expressed interest.

Reservations

We request information from you on our request forms. To use our services, you must provide contact information (like name and phone number). This information is used for billing purposes and to book your reservations. If we have trouble processing a request, we'll use this information to contact you.

Cookies

We use "cookies" on this site. A cookie is a piece of data stored on a site visitor's hard drive to help us improve your access to our site and identify repeat visitors to our site. For instance, when we use a cookie to identify you, you might not have to enter your name on more than one contact form, thereby saving time while on our site. Cookies can also enable us to track and target the interests of our users to enhance the experience on our site. Usage of a cookie is in no way linked to any personally identifiable information on our site.

Sharing

We partner with other third parties to provide specific services. When the user signs up for these services, we will share names or other contact information that is necessary for the third party to provide these services. These parties are not allowed to use personally identifiable information except for the purpose of providing these services.

Links

This website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

Surveys

Occasionally our site requests information via surveys. Participation in these surveys is

completely voluntary and you may choose whether or not to participate and therefore disclose this information. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site.

Using the Creative Lodging Solutions Mobile Phone and Tablet Apps (the "Mobile Apps")

When you use a Creative Lodging Solutions' Mobile App, we collect and use information about you in the same way and for the same purposes as we do when you use our website.

We also use some other information collected automatically when you use our Mobile Apps, specifically:

- Information about Mobile App functionality you access and use. This allows us to identify those areas of the Mobile App that are of interest to our customers so we can refine and continuously improve the Mobile App. This collected information does not enable us to directly identify you.
- The Mobile App also sends us your device's unique device identifier (or "UID"), a sequence of numbers or characters that are distinctive to your mobile device. We use this only on the first opening of the Mobile App so we may confirm to our advertising networks, the number of downloads resulting from clicks on their respective ad banners and other marketing tools.
- When using our Mobile App, you have the choice of allowing access to your current location in order to identify nearby hotels or airports. If you choose to allow access, this location data may be collected anonymously as part of search requests logged by our servers. You can switch off the Mobile App's access to your location at any time through your device's settings menu.
- Each Mobile App will also send us error reporting information in the event that it crashes or hangs. This enables us to investigate the error and to improve the stability of the Mobile App for future releases. As part of these error reports, the Mobile App sends us information about the version and type of mobile device, the UID, time the error occurred, feature(s) being used and the state of the application when the error occurred. We do not use this information for any purpose other than investigating and remedying the error.

You always have the ability to control what information a Mobile App sends us, either by changing the settings of the Mobile App under its setting menu or changing the settings of your mobile device. Alternatively, you can remove the Mobile App from your mobile device entirely and access our services through our website.

How we protect your information

We want you to feel confident when using our website to make travel arrangements, and we are

committed to protecting the information we collect. While no website can guarantee security, we have implemented appropriate administrative, technical, and physical security procedures to help protect the personal information you provide. For example, only authorized employees are permitted to access personal information, and they may only do so for permitted business functions. In addition, we use encryption when transmitting your sensitive personal information between your system and ours, and we employ firewalls and intrusion detection systems to help prevent unauthorized persons from gaining access to your information.

Children's Privacy

We do not specifically market to children under 13.

Updates

Our Privacy Policy may change from time to time. All updates will be posted under the Privacy Policy section of our website.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at 888.852.5100.