

The Kintner House Privacy Policy

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The Kintner House respects the privacy of our guests and website visitors. This Privacy Policy explains what information we collect, how we use it, and the choices you have regarding your information.

Information We Collect

We may collect personal information that you provide when you:

- Make or inquire about a reservation
- Contact us by phone, text message, email, website form, or social media
- Stay at The Kintner House
- Request information about group bookings, events, or other services
- Subscribe or agree to receive communications from us

The information we collect may include your name, phone number, email address, mailing address, arrival and departure dates, room preferences, reservation details, payment information, and any other information you choose to provide. We may also collect basic technical information when you visit our website, such as your browser type, device type, IP address, and pages visited. This information may be collected through cookies or similar technologies and is generally used to help us understand and improve how our website is used.

How We Use Your Information

We use the information we collect to:

- Respond to questions and reservation inquiries
- Create, confirm, manage, and update reservations
- Communicate important information about a guest's stay
- Send check-in instructions, arrival details, payment reminders, or other service-related messages
- Process payments and maintain business records
- Assist with group bookings or special requests
- Improve our website, guest services, and business operations
- Meet legal, accounting, safety, and regulatory requirements

Text Messaging

When you provide your mobile phone number and agree to receive text messages from The Kintner House, we may send messages related to your reservation, inquiry, or other communication with us.

Our messaging program consists primarily of general conversational messaging used to answer questions and provide support to customers. Messages may also include information related to your reservation, such as reservation confirmations, arrival and check-in information, responses to questions, payment or booking reminders, and other information connected to your stay or request. Message frequency will vary based on your communication needs. Message and data rates may apply. Consent to receive text messages is not a condition of making a purchase or reservation.

Data Sharing

The Kintner House does not sell or rent personal information. Customer data is not shared with third parties for promotional or marketing purposes. **Mobile opt-in information and consent are never shared with anyone for any purpose. Any information sharing described elsewhere in this Privacy Policy excludes mobile opt-in data and consent.** We may share limited non-mobile-opt-in information with trusted companies that help us operate the hotel and provide services to our guests. These may include our reservation platform, payment processor, website provider, phone and text-message provider, email provider, accountants, insurers, and other service providers. These companies may only receive the information reasonably necessary to perform services on our behalf. We may also disclose information when required by law, to respond to a valid legal request, to protect the safety or rights of our guests or business, or to investigate suspected fraud or unlawful activity. Again, any information sharing described in this policy excludes mobile opt-in information and consent.

The Kintner House Messaging Terms and Conditions

The Kintner House messaging program consists of general conversational messaging to answer questions and provide support to customers. You can cancel the SMS service at any time. Simply text **STOP** to the phone number from which you received messages. After you send STOP, we will send you an SMS message confirming that you have been unsubscribed. After this confirmation, you will no longer receive SMS messages

from us. If you would like to receive messages again in the future, simply sign up again in the same way you originally opted in. If you experience issues with the messaging program, you may reply **HELP** for assistance or contact us directly at rachelkitterman@kintnerhouse.com. Wireless carriers are not liable for delayed or undelivered messages. Message and data rates may apply to messages sent to you from The Kintner House and to messages you send to us. Message frequency will vary based on communication needs. If you have questions about your text or data plan, please contact your wireless provider.

For questions about how we collect, use, or protect your information, please refer to the remainder of this Privacy Policy or contact us using the information below.

Payment Information

Payments may be processed through a third-party payment processor or reservation platform. The Kintner House does not necessarily store complete credit or debit card information on its own systems. Payment information is handled according to the policies and security practices of the company processing the transaction.

Cookies and Website Information

Our website may use cookies or similar tools to help the website function, remember preferences, understand website traffic, and improve the visitor experience.

You may be able to limit or disable cookies through your browser settings. Some parts of the website may not work as intended if cookies are disabled.

Protecting Your Information

We take reasonable steps to protect personal information from unauthorized access, loss, misuse, or disclosure. However, no website, email system, reservation platform, or electronic communication method can be guaranteed to be completely secure.

Your Choices and Requests

You may contact us to:

- Ask what personal information we have about you
- Correct or update your information
- Request that we delete information when legally and operationally possible
- Opt out of nonessential communications
- Ask questions about this Privacy Policy

We may need to retain certain information for reservation records, payment documentation, tax requirements, legal obligations, safety purposes, or other legitimate business needs.

Third-Party Websites and Services

Our website or communications may include links to third-party websites or services. The Kintner House is not responsible for the privacy practices or content of those third parties. We encourage you to review their privacy policies before providing personal information.

Children's Privacy

Our website and communication services are not intended to collect personal information directly from children under the age of 13. Reservation information for minors should be provided by a parent, guardian, or responsible adult.

Changes to This Policy

We may update this Privacy Policy as our services, technology, or legal requirements change. Any updated version will be posted on our website with a new effective date.

Contact Us

Questions or requests regarding this Privacy Policy may be directed to:

The Kintner House

101 S. Capitol Avenue
Corydon, Indiana 47112

Phone: 812.419.3301

Email: rachelkitterman@kintnerhouse.com