

Mission Hospitality Privacy Policy

We care about how personal information is used and shared, and we take your privacy seriously. Please read the following to learn more about how we collect, store, use and disclose information about you when you interact or use our websites.

This Privacy Policy covers the treatment of information that we gather about you when you are accessing or using our Websites or Services or when you contact us at any of our properties or restaurants. We gather various types of information, including “Personal Information” that identifies you as an individual from our users.

What information is collected

Information You Provide to Us:

When you use our website, we may collect any Personal Information that you choose to send to us or provide to us. For example, if you use an online form, register for an account, request information, or email sign up, if you contact us through our websites, we will keep a record of our correspondence.

When you use the Website or Service:

When you use our website or service we receive and store information that you provide such as name and e-mail address. This information is collected directly from our customers can include name, username, email address, postal address, phone number, transactional information (including what was purchased), any other contact or other information they choose to provide us or upload to our systems in connection with the service. We use log information about our customers and their users when you use the website including Internet Protocol (“IP”) address. Information collected by cookies and other similar technologies: we use various technologies to collect information which may include saving cookies to users’ computers.

Information We Automatically Collect:

When you visit the Websites, we collect certain information related to your device, such as your device’s IP address, referring website, what pages your device visited, and the time that your device visited our Website. We collect usage information, we keep track of user activity in relation to the types of services or products our customers and their users use, and performance metrics related to their use, cookies, web beacons and other technologies.

You can choose to have your computer warn you each time a cookie is being sent or you can choose to turn off all cookies. You do this through your browser (such as Chrome, Internet Explorer or Firefox) settings. Each browser is a little different, so look at your browser’s help menu to learn how to modify your cookie settings. If you turn cookies off, you may not have access to many features that make your site experience more efficient and some of our services may not function properly.

For more information about cookies, please visit this site www.allaboutcookies.org/.

How do we use the information

We will use the information we collect via our Websites and Services to administer updates to our Website and for internal operations, including troubleshooting, data analysis, testing, statistical and survey purposes. Information is used to improve our website content, ensure it is accurate and relevant for you and for your computer. We analyze the website for trends, marketing and advertising purposes. Marketing purposes are made clear at the time of submission, for example, you completed an email sign up form.

We may use the information we collect from our customers and their users in connection with the services or products to improve safety and security efforts. This may include set up a user account, completion of transactions and related information, confirmations and invoices. We may also use your information to respond to inquiries, provide customer service and support, alerts, updates or administrative and transactional communication. We may also review unauthorized access and other illegal activities and use the information collected to notify customers and users.

Information you send to us via the Websites and/or Services, may be used to communicate with you via email and other means, regarding products, services, offers, promotions and events we think may be of interest to you or to send you our newsletter, if this is in accordance with your marketing preferences. You are always able to opt-out of such communications at any time by email info@missionh.com with “opt-out” in the subject line.

Discloser of information to third parties

Unless otherwise stated in this Privacy Policy, we do not sell, trade or rent your Personal Information to others. We may permit certain trusted partners to access your information in connection with their performance of services to maintain and operate the Site and certain features on the Site, or to maintain and operate a hotel to better serve your needs as a guest.

We use non-personally identifiable information in the aggregate so that we can improve the websites and for business and administrative purposes. We may use or share with third parties for any purpose aggregated data that contains no personally identifiable information.

Our website may share information with companies that provide support services to us (such as web hosts) or that help us market our products and services (such as email vendors). These companies may need information about you in order to perform their functions. These companies are not authorized to use the information we share with them for any other purpose.

Except as otherwise stated above, we will not publish or provide your e-mail address or other Personal Information to third parties without your consent. We reserve the right to access, read, preserve, and disclose any information as necessary to comply with law or court order; enforce or apply our agreements with you and other agreements; or protect the rights, property, or safety of Mission Hospitality’s owned and /or manage hotels, our employees, our users, or others.

We allow you to opt out of receiving e-mail from us, even after giving us your consent to receive certain types of email communications. If you no longer wish to receive emails from us, you may opt-out of receiving them by emailing us at info@missionh.com with “opt-out” in the subject line.

Accessing your personal information.

We understand that you may like to know what personal information we hold about you. We are happy to assist with your request. To protect your personal information, however, we require that you provide your identity at the time your request is made.

Other rights you may also be entitled to:

- Request the correction and/or deletion of your personal information.
- Request the restriction of the processing of your personal information, or object to that processing.
- Opt out from processing of your personal information for direct marketing purposes.
- Withdraw your consent to the processing of your personal information (where we are processing your personal information based on your consent).

Children

We do not solicit any personal information from children under the age of 13. We encourage families to obtain additional information about safe use of the Internet

California Consumers' Rights

The Right to Know, The Right to Delete, and the Right to Opt-Out of the Sale of Personal Information

The California Consumer Privacy Act "CCPA") affords California consumers (1) the right to know what personal information we collect, use, disclose, and/or sell; (2) the right to request that we delete their personal information; and (3) the right to request that we no longer sell their personal information.

If you would like information about the personal information that we collect, disclose, and/or sell about you, or if you would like to make a request for us to delete or stop selling your personal information, please submit a request to the address at the bottom of this policy and include "Do Not Sell My Information". We ask that you include your name, confirmation number and date from one of your stays at the Hotel, and the email address associated with that stay so we can confirm your identity. Once we are able to verify your identity, we will promptly fulfill your request.

If you would like, you may designate an authorized agent to make a request on your behalf. In order to designate an authorized agent, please submit an order issued by a court, a document submitted by a barred attorney, or a formal certified document issued by an official governmental agency.

Direct Marketing Disclosure

California consumers may also request information about our disclosures of certain categories of personal information to third parties for their direct marketing purposes. Such requests must be submitted to info@missionh.com. Within thirty days of receiving such a request, we will provide a list of the categories of personal information disclosed to third parties for third-party direct marketing purposes during the immediately preceding calendar year, along with the names and addresses of these third parties. This request may be made no more than once per calendar year. We reserve our right not to respond to requests submitted to an address other than the address specified in this paragraph.

The Right to Non-Discrimination

The CCPA prohibits a business from treating a consumer differently because the consumer exercised a right conferred on him/her by the CCPA. We welcome you to exercise your rights under the CCPA, and we will not discriminate against you for doing so.

Removal of Content

If you are a California resident under the age of 18, and a registered user of any site where this policy is posted, California Business and Professions Code Section 22581 permits you to request and obtain removal of content or information you have publicly posted. To make such a request, please send an email with a detailed description of the specific content or information to info@missionh.com. Please be aware that such a request does not ensure complete or comprehensive removal of the content or information you have posted and that there may be circumstances in which the law does not require or allow removal even if requested.

PRIVACY POLICY CHANGES

We reserve the right to change our Privacy Policy for the Site at any time. If we decide to change our Privacy Policy, we will post the revised Privacy Policy so that you will know what information we gather, how we might use that information and whether we will disclose it to anyone. Please check periodically to keep informed of any changes. Your continued use of the Site following the posting of any changes to

this Privacy Policy constitutes acceptance of those changes.

If you have any questions or concerns regarding our privacy policies, please send us a detailed message

to: Mission Hospitality

Address

Sevierville, TN

Phone

Privacy Policy updated March 1, 2021