



Introduction

VIVA Villas Inc. is committed to protecting your privacy. This statement details the steps we take to protect your personal information when you visit our website. It describes the personal information that we collect, the purposes for which we use such information, and your choices regarding our use of it. The steps we take to protect your personal information and how you can review and correct your personal information are also covered here. By accessing our website, you are consenting to the information collection and use practices described in this privacy statement.

Our collection of information

Information collected directly from you. Generally, you can visit the VIVA! Villas, Inc. website without entering any personal information. On certain pages, we may ask you for personal information to provide a service or carry out a transaction that you have requested. The personal information we collect may include:

- contact details, such as your name, title, company/organization name, e-mail address, telephone and fax numbers, and physical address;
- information about your company, and job function;
- your e-mail marketing preferences;
- financial information (including credit card or account information);
- information such as your nationality and country of residence that allows us to provide only your state of origin to the VI Department of Tourism; and
- feedback from you about our websites and our products and services generally.

You are not required to provide any of this information, but if you do not, we may not be able to provide you the requested service or complete your transaction.

Information collected automatically

We collect information about your visit to our sites, including what pages you view, the number of bytes transferred, the links you click, the materials you access, and other actions taken within the VIVA! Villas, Inc. website. We also collect certain standard information that your browser sends to every website you visit, such as your Internet Protocol (IP) address, your browser type and capabilities and language, your operating system, the date and time you access the site, and the website from which you linked to our site. We do not link this information to your identity.

Our use of information

Services and transactions. We use your personal information to carry out transactions you have requested or to answering customer service requests.



Website improvement. We may use your personal information to improve our website or by customizing our websites to your particular preference or interests.

Communications. With your permission, we may use your personal information gathered via our website to inform you of specials available from VIVA! Villas, Inc. When collecting information that might be used to contact you about our services, we will always give you the opportunity to opt-out of receiving such communications. Moreover, each e-mail communication we send includes an unsubscribe link allowing you to stop delivery of that type of communication. If you elect to unsubscribe, we will remove you from the relevant list within 10 business days.

Our use of cookies and web beacons

Cookies are small files that websites save to your hard disk or to your browser's memory. We may use them to track the number of times you have visited the site, to track the number of visitors to the site, to determine and analyze visitors' use of our sites (including the effectiveness of online advertising). You have the ability to accept or decline cookies. Most Internet browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies or to notify you when a cookie is being placed on your computer. Our website also may contain electronic images known as web beacons - sometimes called single-pixel gifs - that allow us to count the number of users who have visited those pages. We may include web beacons in promotional e-mail messages or Newsletters in order to determine whether messages have been opened and acted upon.

Disclosure of your personal information

Except as described below, personal information you provide to VIVA! Villas, Inc. through our website will not be shared outside of VIVA! Villas, Inc. without your written permission.

Disclosure to service providers. VIVA! contracts with other companies to provide services on our behalf, such as hosting websites, sending out information, processing transactions, and analyzing our websites. We provide these companies with only those elements of your personal information they need to deliver those services. These companies and their employees are prohibited from using that personal information for any other purpose.

Disclosure in connection with transactions. In connection with certain transactions, we may disclose some or all of your personal information to financial institutions and government entities involved in fulfillment.

Disclosure for other reasons. We may disclose personal information if required to do so by law or in the good-faith belief that such action is necessary to comply with legal requirements or with legal process served on us, to protect and defend our rights or property, or in urgent circumstances to protect the personal safety of any individual.



Reviewing your personal information

In some cases, you can review and correct personal information provided through our website by going to the page on which you provided the information. In all cases, you can make a request to review and correct your personal information collected via our website. We may take steps to verify your identity before providing you access to your personal information. You can help us to maintain the accuracy of your information by notifying us of any change to your mailing address, phone number, or e-mail address.

Links to other sites

Our website may contain links to other sites such as local and US tourism affiliates, professional and government organizations, and publications. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content, security, or privacy practices employed by other sites.