

PROPERTY PRIVACY POLICY

Lodge + Lantern and Rooms at Riveredge, operated by **DL Collection of Companies Ltd.**, are committed to protecting the privacy, security, and personal information of our guests. We respect your privacy and handle personal information responsibly in accordance with applicable Canadian privacy legislation, including British Columbia's Personal Information Protection Act (PIPA).

This Privacy Policy applies to both properties and explains how we collect, use, store, and protect your information when you make a reservation, stay with us, or interact with our services.

INFORMATION WE COLLECT

We collect only the personal information reasonably necessary to manage your reservation, provide accommodations, and enhance your guest experience. This may include:

- Your name, email address, telephone number, and contact information
- Reservation details, including stay dates, room preferences, and booking history
- Payment and billing information processed through secure payment providers
- Information provided during online check-in, including identification details when required
- Guest communications, service requests, and feedback
- Information associated with digital room keys and electronic access systems

HOW WE USE YOUR INFORMATION

Your personal information may be used to:

- Confirm, process, and manage reservations
- Communicate with you before, during, and after your stay
- Facilitate online check-in, digital room keys, and contactless guest services
- Process payments, deposits, refunds, and applicable charges
- Respond to guest inquiries and provide personalized assistance
- Maintain property security and support safe guest access
- Improve our accommodations, services, and guest experience
- Meet applicable legal, accounting, and regulatory requirements

We do not sell your personal information to third parties.

THIRD-PARTY SERVICE PROVIDERS

To provide a seamless guest experience, our properties work with trusted technology and service providers. These may include:



- **Mews:** Property management, reservations, online check-in, guest profiles, and digital key services
- **Akia:** Guest messaging, automated communications, and digital guest services
- **Stripe / Mews Payments:** Secure payment processing, authorizations, and refunds
- **ASSA ABLOY – VINGCARD:** Electronic room access, lock management, and access credentials
- **Booking Partners:** Online travel agencies and reservation platforms, such as Expedia, when reservations are made through their services

These providers may process or retain information necessary to deliver their services, subject to their respective privacy policies, security practices, and legal obligations.

Some service providers may process or store information outside Canada, where different privacy laws may apply.

DIGITAL KEYS AND ELECTRONIC ACCESS

Both Lodge + Lantern and Rooms at Riveredge offer electronic room access and may provide digital room keys through supported guest devices.

When these services are used, certain information, such as reservation details, room assignments, access credentials, and access activity, may be processed to issue, manage, and secure room access.

Digital key functionality may require guests to use compatible devices or third-party applications, which may have their own privacy terms.

DATA SECURITY AND RETENTION

We take reasonable administrative, technical, and physical measures to protect personal information against unauthorized access, disclosure, loss, or misuse.

Payment card information is handled through secure payment processing providers. Neither Lodge + Lantern nor Rooms at Riveredge independently stores complete payment card details.

Personal information is retained only as long as reasonably necessary for operational, accounting, legal, or regulatory purposes, after which it is securely deleted, anonymized, or otherwise disposed of in accordance with applicable requirements.

While we take appropriate precautions to protect guest information, no electronic system or method of transmission can be guaranteed to be completely secure.

GUEST COMMUNICATIONS AND MARKETING

Guests may receive essential communications relating to their reservation and stay, including booking confirmations, check-in instructions, digital key information, payment notifications, and post-stay service communications.

From time to time, we may also share special offers, property updates, or promotional communications relating to either property, where permitted by applicable law and consent requirements.

Guests may unsubscribe from marketing communications at any time using the unsubscribe option provided or by contacting Guest Services.

Opting out of marketing communications will not affect essential messages relating to an active reservation or stay.

YOUR PRIVACY RIGHTS

You may contact our Guest Services team to:

- Request access to personal information we hold about you
- Request corrections to inaccurate or outdated information
- Withdraw consent for certain uses of your information, where applicable
- Request deletion of personal information, subject to legal and operational retention requirements
- Ask questions or raise concerns about how your information is handled

We will respond to privacy-related requests in accordance with applicable legislation.

CONTACT US

If you have questions about this Privacy Policy, wish to exercise your privacy rights, or have concerns about how your personal information is handled, please contact our Guest Services team at either property.

Lodge + Lantern

Golden, British Columbia, Canada

Website: www.lodgeandlantern.ca

Rooms at Riveredge

Golden, British Columbia, Canada

Website: www.rargolden.ca

Last Updated: October 9, 2026