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Policies

1. Privacy Policy

Last updated: [december 24,2025]

This Privacy Policy explains how we collect, use, store, and protect your personal information when you use our website and services.

Information We Collect

We may collect the following information:

- Name, email address, and phone number
- Property details and photos submitted through our forms
- Booking information
- Payment-related information (processed securely by third-party providers)
- Website usage data (cookies, IP address, device info)

How We Use Your Information

We use your information to:

- Publish and manage property listings
- Communicate with hosts and tenants
- Process bookings and payments
- Improve our services and website performance
- Ensure safety, trust, and fraud prevention

Data Sharing

We may share your data with:

- Payment processors
- Hosting/IT service providers
- Legal authorities if required by law

We **do not** sell or rent your personal information to anyone.

Data Storage & Security

We use secure systems and encrypted connections to protect your information. However, no online service is 100% secure. By using our platform, you understand and accept this.

Your Rights (GDPR)

You have the right to:

- Access your data
- Request correction or deletion
- Request a copy of your data
- Withdraw consent

To request these, contact us at:hello@curioustofreedom.com

2. Terms & Conditions

Last updated: [december 24,2025]

By using our website and services, you agree to the following Terms & Conditions.

Use of the Website

You agree to:

- Use the website legally
- Provide accurate information
- Not upload harmful content
- Not misuse our platform or any listing

Our Services

We provide a platform where:

- Hosts can list their properties
- Tenants can search and request bookings

We are **not the owner** of any listed property.

Limitation of Liability

We are **not responsible** for:

- Incorrect information submitted by hosts
- Property conditions
- Cancellations made by hosts or tenants
- Any damage, loss, or disputes between users

Right to Remove Listings

We may remove any listing that:

- Contains false information
- Violates laws
- Violates our policies
- Is inappropriate or unsafe

Changes to Terms

We may update these Terms at any time.

Continued use of our website means you accept the updated version.

3. Cookies Policy

We use cookies to:

- Improve website performance
- Analyze visitor traffic
- Enable essential features
- Personalize user experience

You may accept or decline cookies using the banner on our website.

4. Service Fee Policy

Commission Structure

We charge a service fee for:

- Hosting property listings
- Handling requests
- Providing customer support
- Marketing exposure
- Platform maintenance

When Fees Apply

Fees apply only when:

- A tenant successfully rents a property
- A booking is confirmed through our platform

Submitting a property is **free**.

Fee Payment

Fees may be:

- Deducted automatically from host payouts
or
- Invoiced manually (depending on your system)

Refunds

Service fees are normally **non-refundable**, except in cases where:

- The booking was cancelled by the host
- A system error occurred

5. Property Listing Policy

Eligibility

Hosts may list:

- Apartments
- Rooms
- Houses
- Vacation rentals
- Other legal accommodations

Required Information

Hosts must provide:

- Accurate property details
- Real photos of the property
- Pricing and availability
- Legitimate contact information

Accuracy Responsibility

Hosts are responsible for:

- Ensuring all information is true
- Updating property details
- Informing us of changes immediately

We may remove any listing that is inaccurate or misleading.

6. Content & Photo Use Policy

By submitting photos, you confirm:

- You own the photos
- You have permission to use them
- You allow us to publish them on our website
- You allow us to use them for promotional purposes

You may request removal of your photos anytime by contacting us.

7. Cancellation & Refund Policy

Tenant Cancellations

Refunds depend on the host's chosen policy:

- **Flexible:** Refund up to 24–48 hours before arrival
- **Moderate:** Refund up to 5–7 days before arrival
- **Strict:** Limited or no refund

Host Cancellations

If a host cancels:

- The tenant receives a full refund
- We may apply a penalty to the host
- Repeated cancellations may result in listing removal

Service Fee Refunds

Service fees are:

- **Non-refundable**, unless the cancellation was caused by the host

8. Payment Policy

Payouts to Hosts

Hosts may receive payouts:

- After tenant check-in

- Or according to agreement between both us and the tenant.
- Payout methods include:
- Bank transfer
- Digital payment services
- Other approved methods

Verification

We may require identification for:

- Security reasons
- Fraud prevention
- Compliance with regulations

Payment Issues

We are not responsible for:

- Incorrect bank details
- Delays caused by banks
- Failed transactions due to user errors

9. Safety & Community Guidelines

All users must:

- Respect the property
- Follow local laws
- Avoid illegal or dangerous activities
- Treat hosts, tenants, and neighbors respectfully
- Avoid discrimination or harassment

Hosts must ensure:

- A safe, clean, and legal environment
- Working utilities
- Honest property descriptions

10. Communication Policy

Users must:

- Communicate respectfully

- Not threaten, abuse, or harass others
- Not share false or misleading information
- Use clear and honest communication

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