

Privacy Policy

Last updated: 24th November 2025

1. Introduction

Welcome to Neighbourhood Guest Houses Limited (“we”, “us”, “our”). We are committed to respecting and protecting your personal data. This Privacy Policy explains how we collect, use, store, share, and protect your personal information in accordance with the Nigeria Data Protection Act, 2023 (NDPA).

2. Who We Are

Neighbourhood Guest Houses Limited

Address: Plot 20 Akande S.B Street, Kado Estate, Phase 1, Abuja.

Email: admin@neighbourhoodguesthouse.com

Phone: 07030132114

3. When and Why We Collect Personal Data

We collect personal data when you:

- Make a reservation or booking;
- Stay at our guest house;
- Contact us for enquiries or support;
- Subscribe to newsletters or promotional offers;
- Interact with our website (including cookies);
- Complete surveys or feedback forms.

4. What Personal Data We Collect

We may collect:

- Identity Data: Name, date of birth, gender.

- Contact Data: Phone number, email address, postal address.
- Booking/Stay Data: Check-in/check-out dates, room preferences, special requests.
- Payment Data: Billing information, transaction details.
- Technical/Usage Data: IP address, browser type, device information, cookies.
- Feedback Data: Comments, ratings, survey responses.

5. Lawful Basis for Processing

We process your personal data based on:

- Consent;
- Performance of a contract;
- Legitimate interests;
- Legal or regulatory obligations.

6. How We Use Your Personal Data

We may use your data to:

- Process bookings and guest stays;
- Communicate with you;
- Personalize your guest experience;
- Send promotional messages (with consent);
- Improve our services and website;
- Ensure safety and compliance with the law.

7. Sharing Your Personal Data

We may share your data with:

- Service providers (payment processors, IT services);
- Professional advisors;
- Law enforcement when required;

- Other third parties where necessary or consented.

8. Cross-Border Data Transfers

If personal data is transferred outside Nigeria, we ensure:

- Adequate protection from recipient country; or
- Appropriate safeguards; or
- Informed consent from you.

9. Data Retention

We retain your data only as long as necessary and securely delete or anonymize it when no longer needed.

10. Your Rights Under the NDPA

You may:

- Request access to your data;
- Request corrections;
- Request deletion (subject to legal exceptions);
- Withdraw consent;
- Object to certain processing;
- Request restriction or portability;
- File a complaint with the NDPC.

11. Security & Confidentiality

We implement technical and organizational measures to protect your personal data from unauthorized access, loss, misuse, or alteration.

12. Cookies & Tracking Technologies

We may use cookies and similar tools on our website to enhance user experience. You may manage cookies through your browser settings.

13. Changes to This Policy

We may update this Policy occasionally. Updated versions will be posted with the revised date.

14. Contact Us

Data Protection Contact

Neighbourhood Guest Houses Limited

Email: nghweb@neighbourhoodguesthouse.com

Phone: 08133361639

Address: Plot 20 Akande S.B Street, Kado Estate, Phase 1, Abuja.