Privacy Policy

M&T Hospitality Solutions, LLC ("MTHS") · mthsga.com · Effective Date: November 18, 2026

1. Introduction

M&T Hospitality Solutions, LLC ("MTHS," "we," "us") provides short-term rental (STR) co-hosting and related services. This Privacy Policy explains what personal information we collect through mthsga.com and its subdomains (the "Site"), by phone, email, and meetings, and in the course of providing our services; how we use it; and the choices you have. By using the Site, you agree to this policy.

This policy applies to the Site and to our business operations. Separate products we offer, such as the STRIKE platform, may have their own privacy policies, which govern those products.

2. Information We Collect

Information you give us

- Contact details: name, email address, phone number, mailing address
- Property information if you are a prospective or current property owner: address, property type, listing details, current performance, access and house-rule information
- Business and service details you share on forms, calls, or in agreements
- Messages, notes, and call or meeting details when you contact us or schedule a consultation
- Your marketing and communication preferences and consent records

Information about guests

When we co-host a property, we process guest information on behalf of the property owner, including names, contact details, booking details, stay-related messages, and information about incidents or damage at a property. We receive this through the booking platforms (Airbnb, VRBO, Booking.com) and our property management system. We use it only to operate the stay and manage the property.

Information collected automatically

When you visit the Site, we and our providers may collect your IP address, device and browser type, pages viewed, referring page, and similar technical data through cookies and analytics tools.

Information from third parties

We may receive information from booking platforms, our service providers, and publicly available sources relevant to your property or inquiry.

We do not knowingly collect sensitive information such as Social Security numbers or full payment card numbers through the Site. Please do not submit them in forms or email.

3. How We Use Information

- To respond to inquiries and schedule consultations and discovery calls
- To provide, manage, and improve our co-hosting services, including listing management, guest communications, scheduling, housekeeping coordination, and reporting
- To prepare and administer agreements, invoices, and owner statements
- To handle incidents, damage claims, and disputes involving a stay, including preparing documentation for platforms, insurers, or owners
- To send service messages and, with your consent, marketing messages (see our Communications Opt-In Policy)
- To maintain the security of the Site, prevent fraud, and improve user experience
- To comply with legal obligations and enforce our agreements

4. How We Share Information

We do **not** sell your personal information. We do not share mobile numbers or SMS opt-in data with third parties for their marketing.

We share information only as needed with:

- **Service providers** that help us run our business, such as website hosting and email marketing (GoDaddy), customer relationship management (Zoho), video meetings (Zoom), email and calendars (Microsoft), and property management and guest messaging (Hospitable);
- **Booking platforms** (Airbnb, VRBO, Booking.com) as needed to operate listings and reservations;

- **Property owners** and our cleaning and maintenance partners, to the extent necessary to deliver services at a property;
- **Professional advisors, insurers, and authorities** when needed for legal, insurance, or dispute-resolution purposes, or to comply with law, legal process, or a valid request;
- **A successor** in a merger, acquisition, or sale of our business, subject to this policy.

These providers may use your information only to perform services for us and under their own privacy and security terms.

5. Cookies and Analytics

The Site may use cookies and similar technologies to make the Site work, understand traffic, and measure marketing. You can control cookies through your browser settings. Blocking some cookies may affect how the Site works. If you use our scheduling or lead-capture pages, those pages may use third-party tools with their own cookies. We do not respond to browser "Do Not Track" signals at this time.

6. Call and Meeting Recording

We may record or transcribe Zoom meetings and calls for note-taking and quality purposes. We will tell you at the start of a call or meeting if it is being recorded and give you the chance to object.

7. Marketing Communications

We send marketing emails and texts only with your consent. You can opt out any time by replying STOP to a text or using the unsubscribe link in an email. See our Communications Opt-In Policy for details.

8. Data Retention

We keep personal information only as long as needed for the purposes described above, including to meet legal, tax, accounting, insurance, and dispute-resolution needs. Inquiry records for people who do not become clients are kept for a limited period and then deleted or anonymized. Agreement, financial, and incident records are kept longer in line with business and legal requirements.

9. Security

We use reasonable administrative, technical, and physical safeguards to protect personal information, including access controls and reputable third-party providers. No method of transmission or storage is completely secure, so we cannot guarantee absolute security.

10. Your Choices and Rights

You may contact us to:

- Ask what personal information we hold about you;
- Correct inaccurate information;
- Ask us to delete your information, subject to legal and contractual retention needs;
- Opt out of marketing communications.

Depending on where you live, you may have additional rights under state privacy laws, such as the right to access, delete, or correct your data and to opt out of the sale or sharing of personal information or targeted advertising. We do not sell personal information. We will not discriminate against you for exercising your rights. To make a request, email info@mthsga.com or call (844) 720-7700. We may need to verify your identity before acting on a request.

Guest data we hold on behalf of a property owner may need to be handled through that owner or the booking platform. We will help route those requests.

11. Children's Privacy

The Site and our services are not directed to children under 13, and we do not knowingly collect their personal information. If you believe a child has given us information, contact us and we will delete it.

12. Third-Party Sites

The Site may link to other websites, such as booking platforms, Amazon, or partner sites. We are not responsible for their content or privacy practices. Please review their policies.

13. Changes to This Policy

We may update this Privacy Policy from time to time. The "Effective Date" above shows the latest version. Continued use of the Site after changes means you accept the updated policy.

14. Contact Us

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