



# Privacy Policy

## *WEB SITE*

The Tremarne Hotel does not collect any personal information from visitors to its website other than information that is knowingly and voluntarily given. Anonymous information is collected, such as the number of visitors to the website in a given period, but it is purely statistical and cannot be used to identify an individual user. Cookies are not used to collect any other information from visitors to the website.

## *INFORMATION COLLECTED*

We look to collect only relevant data and only hold data that contacts have given permission for. Personal Information includes contact details as well as all Special Category Data like booking details, dietary requirements, birthdays and anniversaries.

## *BOOKING SYSTEMS*

All booking data is safely stored and encrypted on our Booking Management System and only trained personnel have access to this information. Our internal policy forbids sharing data in anyway deemed to be unsafe or at risk.

Any payment information is held in line with PCI compliance recommendations.

## *USE OF INFORMATION*

Any personal information voluntarily given and collected may be used to contact you with further details of The Tremarne Hotel current activities or to send details of future initiatives or events. It may also be used for research purposes. You can inform The Tremarne Hotel any time if you no longer require such information to be sent either by contacting us directly or clicking on the “unsubscribe” link that will be on all email newsletters.

## *RIGHT OF INSPECTION*

Anyone can request an SAR (Subject Access Request) to see all personal data that The Tremarne Hotel holds. This request must be made in writing to us alongside proof of identity (copy of driving license or passport) and will be responded to within 30 days of the request being received.

## *RIGHT OF ERASURE*

Any contact has the right to demand erasure of all the information (subject to safeguarding acts) which must be made to us at The Tremarne Hotel. This will be completed within 30 days of the request being received.

## *THIRD PARTY DISCLOSURE*

Your personal information is very important and we will not disclose or sell your details to any other organisations.

## *DATA SECURITY*

The Tremarne Hotel takes appropriate measures to safeguard the information it holds from unauthorised access or improper use. Our database is stored in a secure, password protected location. Only users authorised by The Tremarne Hotel have access to this data.

## *DATA BREACHES*

If The Tremarne Hotel discovers a Data Breach within the company, the response will be to inform the relevant Data Protection Organisation within 72 hours of discovering the breach.

The Tremarne Hotel will also have the obligation, in certain circumstances, to notify data subjects directly if the data breach is likely to result in high risk to their personal data.

## *INTEGRITY OF DATA*

The Tremarne Hotel takes all reasonable measures to ensure that the information it holds is accurate. In particular it uses reliable collection methods and destroys or converts to an anonymous form any out-of-date data. Individuals may request details of all personal information held by The Tremarne Hotel so as to contest inaccurate or incomplete data, verify the information and have it corrected it as appropriate.

## *COOKIE POLICY*

This site uses cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping baskets, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at the [About Cookies website](#) which offers guidance for all modern browsers.

Visit this page for details of our full Cookie Policy.

This Privacy Policy was last updated on 10th April 2019