

# **OUR PRIVACY POLICY**

Cornish Coastal Hotels Ltd trading as The Wellington Hotel is committed to ensuring that your privacy and data are protected. If you provide us with certain information by which you can be identified when making an enquiry or reservation, using our website or visiting our premises, then you can be assured that it will only be used in accordance with this privacy policy.

In accordance with the General Data Protection Regulation (GDPR), we have implemented this privacy notice to inform you of the types of data we process about you. We also include within this notice the reasons for processing your data, how long we keep your data for and your rights regarding your data. This notice applies to all customers and suppliers.

## **OUR DATA PROTECTION PRINCIPLES**

All personal data obtained and held by us will be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- Data processing is fair, lawful and transparent;
- Data is collected for specific, explicit, and legitimate purposes;
- Data collected is adequate, relevant and limited to what is necessary for the purposes of processing;
- Data is kept accurate and up to date and data which is found to be inaccurate will be rectified or erased without delay;
- Data is not kept for longer than is necessary for its given purpose;
- Data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures;
- We comply with the relevant GDPR procedures for international transferring of personal data.

## **TYPES OF DATA HELD**

When you make an enquiry or reservation with us or when you visit us, you may be asked to provide certain information about yourself including your name, contact details and credit or debit card information. We may also collect information about your usage of our website as well as information about you from messages you post to the website and e-mails or letters you send to us.

Where you book accommodation for other people, we may ask you to provide the above information about them (e.g. we will usually ask for the title, first name and surname, e-mail address of a person for each room that you book for identification purposes). You should only provide us with information about other people if you have their permission to do so.

We keep this data in filing cabinets and we also hold the data within our computer systems.

## **USE OF YOUR DATA**

We require this information to process your reservation, to understand your needs and to provide you with a better service, and in particular for the following reasons:

- For our internal record keeping and to carry out effective and efficient processes.
- To supply the goods or services you have requested, including billing you and contacting you where necessary concerning your visit, reservation or enquiry.
- To analyse the information we collect so that we can administer, support, improve and develop our business.
- Where you have consented, to let you know by email about other products and services which we offer which may be of interest to you.

## **DISCLOSURE OF YOUR DATA**

The information you provide to us may be accessed by or given to third parties who act for us for the purposes set out in this policy, some of whom may be located outside the European Economic Area. Those parties process information, fulfil and deliver bookings, process credit card payments and provide support services on our behalf.

Unless required or permitted to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

## **SUBSCRIBING TO THE WELLINGTON HOTEL**

If you consent to subscribe to our newsletter or other email offers, your details will be added to our mailing list giving details of new products, competitions, promotions and offers. Where you have provided consent for us to use your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data.

## **YOUR RIGHTS**

You have a number of rights in relation to your information and can make a number of choices about how we collect and use it. For example, you can decide not to receive marketing material from us, tell us how you want to receive marketing communications from us, and object to some of the ways in which we use your information.

To obtain, update or delete the information we hold about you, please contact us in writing at [info@wellingtonhotelboscastle.com](mailto:info@wellingtonhotelboscastle.com). Please note that there may be a small administration fee incurred when processing data access requests. For more information, please visit [gov.uk/data-protection/find-out-what-data-an-organisation-has-about-you](https://gov.uk/data-protection/find-out-what-data-an-organisation-has-about-you).

## **SECURITY AND DATA RETENTION**

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We will retain your information for a reasonable period or as long as the law requires.

We ensure that any third parties that we may use in connection with our business also employ appropriate security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage.

## **USE OF COOKIES ON OUR WEBSITE**

We use cookies on our website to enhance your user experience with us. A cookie is a text file which contains information relating to your web journey and behaviour. It is stored in your web browser to enable us to personalise your experience next time you visit our website. Cookies are useful as they can quicken up the web journey for you and can also allow a website to recognise a user's device.

## **CHANGES TO OUR PRIVACY POLICY**

Any changes to our privacy policy in the future will be posted to the website and, where appropriate, through e-mail notification.

## **CONTACT**

All comments, queries and requests relating to our use of your information are welcomed and should be addressed to the hotel reception. If you have any further questions around our privacy policy, please email [info@wellingtonhotelboscastle.com](mailto:info@wellingtonhotelboscastle.com)