

# CRAIGARD HOUSE HOTEL

## Privacy Policy

Craigard House Hotel is aware that you care how your personal information is used and shared, and we appreciate that you trust us to do this carefully and sensibly. This notice describes the privacy policy of Craigard House Hotel.

By sharing your personal information with us, and by continuing to use our services, you confirm that you have read and understood the terms of this privacy policy. We take responsibility for the personal information we collect about you, and we aim to be transparent about how we handle it, and give you control over it.

General Privacy Inquiries: Please submit any questions, concerns or comments you have about this Privacy Policy or any requests concerning your personal data to [info@craigard-house.co.uk](mailto:info@craigard-house.co.uk)

## Personal Data That We Collect

Craigard House Hotel holds your personal details on our files digitally. We hold details like your name, email address, telephone number(s) and a history of each interaction you have with us. If you have previously made a booking with us, we also hold your address details and other personal data that you provided at the time of booking. We hold this principally to document the history of your reservations with us, in order to enable us to deliver a better level of service to you; to help us manage future interactions with you; and communicate with you.

Here are the types of information we gather:

Craigard House Hotel may collect personal information which we receive when you:

- communicate with us
- use our services
- enter information on the Craigard House Hotel website
- make a booking directly
- make a booking through a booking agency
- contact Craigard House Hotel directly in writing or by phone or;
  - which is recorded on mail or parcels sent to you from Craigard House Hotel.

We may collect the following types of information:

- your name, address, email address and telephone number(s)
- your company name, address and position, if provided by you
- information required to provide you with a service, and details of our services that you have used

## **Email Communications**

As a user of our service, we will need to send you support communications by e-mail such as confirmation of booking, transaction messaging, receipts or invoices.

We do not use your personal information for marketing purposes and will not send you unsolicited messages via email, nor will we provide your information to any third party, except where it is required by your specific request in relation to a booking.

## **Direct Mail Communications**

We will never use your details to market our business, nor will we provide them to any third party for this purpose.

## **Online interactions**

We do not collect information through Cookies or similar technologies.

## **Social Media**

We use social media platforms, currently Facebook and Twitter, to provide up to date information about forthcoming events, local events, special menus, Festive details, attractive local photos etc. We do not record or use any information imparted by you to these technologies, for the purposes of marketing. Nor do we provide any information to any third party.

## **How is your personal information used?**

We use the personal information we collect to: keep track of your booking, to provide the services you have requested, to provide you with a personalised experience, or services from a third party if you request them. We may use and retain your personal information as follows:

### **To provide, improve and personalise our services**

- Retain information pertinent to your booking(s),
- Provide other services requested by you as described when we collect the information

## **To contact you about your account and provide you customer service**

- To notify you regarding your account, or to troubleshoot problems with your account
- Contact you regarding any agreement we may have with you
- For these purposes we may contact you via email, telephone, or postal mail

We will retain your personal information for as long as it is necessary and relevant for our operations. In addition, we may retain personal information from closed accounts to comply with laws, prevent fraud, resolve disputes, troubleshoot problems, or assist with any investigation.

***Covid 19 – we are required to retain your contact details for a period of three weeks, to comply with current regulations. We must give your details to the Test and Protect Authority when requested. Details provided by you for this reason will never be used for any other purpose, and will be disposed of after three weeks.***

## **Data sharing with third parties**

We never sell your personal information to anyone and only share it as outlined in this privacy policy, or when you ask us to.

### **Third parties who provide services on our behalf**

We may share your personal information with certain essential third parties who provide services on our behalf. They only have access to the personal information they need to perform those services. They are required to keep your personal information confidential and may not use it other than as we ask them, and always in accordance with this privacy policy.

The third parties who provide services on our behalf fall into the following categories:

- Third parties that help us with booking services, financial services, audit services, IT technologies;
- Taxi Services, Golf Clubs, Distilleries, Restaurants, Hotels or other organisations/services you may ask us to reserve on your behalf

## **How long we keep personal information**

Craigard House Hotel will only retain customers' personal information for as long as it needs it to carry out a purpose, or meet a particular obligation.

Where potential staff have provided personal information in relation to a job request, we will advise them if we are retaining their contact information.

## Keeping personal information accurate

Craigard House Hotel will ensure that personal information is kept accurate and up to date as far as is reasonably possible. However, Craigard House Hotel relies on customers and staff to ensure that some of the information it holds about them is accurate and up-to-date. We encourage customers and staff to inform us of any changes to their information.

## Access to your personal information

We give you control over the personal information we collect about you, to ensure it is accurate and reflects your preferences.

You have the right to access, update and amend personal information that we hold about you. In certain circumstances, you can also:

- object to our use of your personal information for certain purposes;
- ask us to limit or restrict our use of your personal information;
- ask us to remove or delete personal information about you;

If you would like to exercise any of your rights in relation to your personal information, please e-mail [info@craigard-house.co.uk](mailto:info@craigard-house.co.uk)

- **Requesting a copy of your information**

- Requests must be made in writing. Proof of identification will be required to protect your information. We also require sufficient details to be able locate your information. For example, dates and details of the services that you have used.

## How we protect personal data

We know how important it is to protect and manage your personal data. This section sets out some of the measures we have in place.

We use computer safeguards such as firewalls and data encryption. We only authorise access to employees who need it to carry out their job responsibilities.

We are PCI DSS (Payment Card Industry Data Security Standard) compliant.

Our procedures mean that we will request proof of identity before we share your personal information with you.

In the unlikely event that we do suffer a security breach which compromises our protection of your personal information and we need to let you know about it, we will do so.

However, whilst we take appropriate technical and organisational measures to safeguard your personal data, please note that we cannot guarantee the security of any personal data that you transfer over the internet to us.

## **Changes to our privacy policy**

We will keep our privacy policy under regular review and will place any updates on this webpage. This privacy policy was last updated 3 February 2021.