

## Croft House B&B Privacy Policy Statement.

Croft House B&B is committed to ensuring that your privacy is protected and understand the need for appropriate protection of all personal information provided by you to us. This Privacy Policy explains our commitment to ensure that we comply with UK legislation and the General Data Protection Regulation (GDPR) and sets out how we will handle your personal data in accordance with your rights.

### Your consent

Where required providing personal details, you consent to the collection, use and retention of your personal information for our legitimate business purposes and legal requirements as explained and set out in this Privacy Policy.

Our policy explains what information we collect about you when you visit our online booking site <http://www.lyntonbandb.co.uk> and/or when you make a reservation by email or phone and /or check in to our accommodation and explains how it is used and protected. This Privacy Policy should be read together with our terms and conditions: <http://www.lyntonbandb.co.uk/terms-conditions>.

If you have any queries or concerns please contact the proprietor at Croft House B&B at [stay@lyntonbandb.co.uk](mailto:stay@lyntonbandb.co.uk) . Our data processor for our online booking site is the Queensborough Group and sub processors HotelHost company and Rackspace. If you have booked by via third party agents such as Booking.com you may also wish to refer to their Privacy Policies.

### What information do we collect?

When you make a booking on our web-site the details you enter, including name, email address, contact number and payment details are stored securely on a third-party booking system supplied by Queensborough. When you book via other 3rd party agents such as Booking.com similar data is securely encrypted and transmitted to us and securely stored by us. When you check in at Croft House B&B we may ask you to complete or sign a Guest Registration form to confirm or provide these details and as a legal requirement confirm your nationality.

When visiting our web-site, cookie software provided by Google Analytics monitors visitor usage to better understand how the website is used. The software will save a Cookie to your computer hard drive in order to track and monitor your engagement and usage of our website, but will not store, save or collect personal information. If you would like to read Google's privacy policy <https://policies.google.com/privacy> You can set your internet browser not to accept cookies. You can read more about cookies here [www.aboutcookies.org](http://www.aboutcookies.org)

### What do we use your information for?

- To operate our Booking system as it is required to conduct our business effectively.
- To register you to use our services, to validate your information (and, in some cases, match it against information that has been collected by a third party) to ensure that the data we hold about our customers/users is accurate, consistent to issue our booking contract with you, to manage your reservation, to provide our services to you and to allow us to record your personal preferences to personalise our services to you.
- To comply with any legal obligations to which we are subject including keeping a register of guests as an accommodation provider and maintaining our accounts
- To ensure the safety and security of our premises, staff and customers

- To enable us to contact you in an emergency during your stay, to manage parking and issue permits and to liaise with you regarding any personal property left behind
- To manage after service care communication and to make it easier for you should you return to our site / re-visit our accommodation
- To manage our web-site efficiently

Who do we share your information with?

We will treat all of your information in strict confidence .We do not disclose your personal information to any third party without your consent except when necessary if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply any contract with you; or to protect our rights, property, or safety of our employees, customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction; or in the event that we sell our business then to the purchaser of that business.

How do we secure personal data and how long is it retained?

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information, and data stored on the website and associated database.

- We are compliant with the Payment Card Industry Data Security Standard (PCI DSS) and your card details are only stored until you check out, have paid in full including for any loss and damage and any items left behind have been returned to you.

- Registration forms are kept for a year to comply with legislation

- Your name / address details are retained on our booking system and secure database.

Employee Access to Information

Your information may be disclosed to our employees, agents and representatives on "a need to know" basis and we confirm that all such persons understand the importance of client confidentiality and privacy.

Access to your information

Where you have given your consent for us to use your personal data, you may withdraw your consent at any time. You have the right to request a copy of, an update of or the deletion of any information we hold about you subject to that which we are required to keep by law. Should you contact us, our security procedures mean that we may request proof of identity before we are able to disclose any information to you.

Changes to this Privacy Policy

We may modify this Privacy Policy from time to time, last amended 25th May 2018

Contact

If you have any queries relating to this Privacy Policy or our use of your personal data, please contact the proprietor at Croft House B&B at [stay@lyntonbandb.co.uk](mailto:stay@lyntonbandb.co.uk)