

Five Rise Locks Hotel & Restaurant

DATA PRIVACY POLICY

1 About this policy

1.1 This policy explains when and why we collect personal information about our guests , how we use it and how we keep it secure and your rights in relation to it.

1.2 We may collect, use and store your personal data, as described in this Data Privacy Policy and as described when we collect data from you.

1.3 We reserve the right to amend this Data Privacy Policy from time to time without prior notice. You are advised to check our website www.five-rise-locks.co.uk regularly for any amendments (but amendments will not be made retrospectively).

1.4 We will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner (www.ico.gov.uk). For the purposes of the GDPR, we will be the “controller” of all personal data we hold about you.

2. What information we collect and why

Type of Information	Purposes	Legal Basis of Processing
Guests Name Address, Telephone email address Passport no	To accurately Register Guests	Immigration (Hotel Records) Order, 1972 All serviced accommodation
Guests Credit or Debit Card Number	To Guarentee the booking and effect payment if any contractual obligation is Broken. Eg Non Arrival	Protecting the Hotel form loss of Revenue and Profit
Car Registration Number	To identify vehicles on the premises for security purposes	Immigration (Hotel Records) Order, 1972 All serviced accommodation
Guest Disabilties	To ensure the facilities provided meet the needs of guests	Equality Act, 2010 Discrimination laws apply to all service providers

4. How we protect your personal data

4.1 We have implemented accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction.

4.2 All Credit Card / Debit Card information is kept in an encrypted data safe only accessible by the proprietors, Richard and Margaret Stoye. All details are automatically destroyed on check out.

4.3 We do not share or sell and or transfer your information with anybody unless we are legally obliged to e.g. Police or other officials.

5. How long do we keep your information?

5.1 We will hold your personal contact data on our systems for as long as is currently enforceable by Law currently 12 months under the Immigration (Hotel Records) order 1972.

5.2 Financial information is kept until used then destroyed or on check out in the case of residential guests.

6. Your rights

6.1 You have rights under the GDPR:

- (a) to access your personal data
- (b) to be provided with information about how your personal data is processed
- (c) to have your personal data corrected
- (d) to have your personal data erased in certain circumstances
- (e) to object to or restrict how your personal data is processed

7.2 You have the right to take any complaints about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

0303 123 1113.
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

For more details, please address any questions, comments and requests regarding our data processing practices to our Data Protection Manager Richard Stoye, info@five-rise-locks.co.uk.