

Tayside Hotel

Privacy Policy with regards to
The General Data Protection Regulation

Created May 2018

Policy Statement

We take your privacy seriously and understand that you trust us use and store your personal identifiable information (PII) in a responsible manner. This Privacy Policy (*The Policy*) sets out how we will handle your personal data securely and in accordance with your rights.

Westport Hospitality Partnership including the Tayside Hotel and the Atholl Inn (*together referred to as 'we', 'us', 'our'*) are registered data controllers under the terms of the General Data Protection Regulation (**GDPR**). Details of our notifications to the data protection regulator may be found in the Information Commissioner's Office Public Register of Data Controllers at ico.gov.uk.

Our business addresses are:

Tayside Hotel, 51-53 Mill Street, Stanley, Perthshire, PH1 4NL

The Atholl Inn, Main St, Bankfoot, PH1 4AA

Our Data Protection Officer is: Neil Hardy (Partner)

General Information

This Privacy Policy explains what information we collect about you when you visit our website and/or when you make a reservation with us and how we handle your information to ensure that we protect your rights. Please read this Privacy Policy carefully to understand how we will treat your personal data. In this Policy, references to you or your shall mean you as a user of <http://www.taysidehotel.co.uk> or <http://www.theathollbankfoot.co.uk> (*our sites*) and/or as a user of our accommodation and/or dining, bar or function services (*our services*).

This Privacy Policy should be read together with our terms and conditions.

By using our site and/or using our services, you will be regarded as having accepted the terms of this Policy. You should not use our site and/or our services if you do not agree to the terms of this Policy.

What information do we collect?

When you register to use our services we may ask you to provide certain personal information including your full name, postal and email address, contact number(s) and payment details.

When you visit our site we may also collect information on an ongoing basis through Google Analytics, by use of cookies, about what pages you access or visit, and information about your use of our site, for example the pages viewed, the website from which you came to visit our site.

What do we use your information for?

We may use your information for the following purposes:

- in the normal course of our business, to allow us to register you to use our services and to provide you with our services on the basis that processing is necessary in order to perform our contract with you to provide our services;
- to allow us to manage your reservation on the basis that processing is necessary in order to perform our contract with you to provide our services;
 - we manage our bookings using a cloud based system called LittleHotelier. This is operated by an international company called Siteminder. You can read their GDPR Privacy Policy at <https://www.siteminder.com/legal/privacy/>
- to store your data on our website to auto complete fields to make it easier for you to provide information when you return to our sites;

- to validate your information (and, in some cases, match it against information that has been collected by a third party) to check that the data we hold about our customers/users is accurate, consistent and up to date on the basis that processing is necessary in order to perform our contract with you to provide our services;
- in pursuit of our legitimate interests, to record CCTV footage to ensure the safety and security of our premises, staff and customers;
- to comply with any legal obligations to which we are subject; and
- We shall periodically check that the personal data we store for you is accurate.
 - If you would like to update the personal data we hold about you, please contact our Data Protection Officer on neil@taysidehotel.co.uk with your request.
- The provision of certain personal information is mandatory if you are to use our services. If you fail to provide such data we shall be unable to provide our services.

Who do we share your information with?

As part of using our services, you consent to us sharing your personal information with the following parties:

- our agents, other service providers and third party partners, who process and store data on our behalf;
 - we manage our bookings using a cloud based system called LittleHotelier. This is operated by an international company called Siteminder. You can read their GDPR Privacy Policy at <https://www.siteminder.com/legal/privacy/>
 - Booking channels (ie booking.com, hotels.com) also collect data from you, through their own systems and websites, to place reservations with us. You should make yourself aware of the GDPR Privacy Policy of any site through which you choose to make a reservation with us.
- professional advisors;
 - such as our accountants, lawyers, etc)
- law enforcement agencies;
 - including HMRC, the Police, etc
- any member of our Partnership, which means The Tayside Hotel and The Atholl Inn and other companies and/or businesses which may be added to our group.
- We may also share your personal information with third parties:
 - in the event that we, our business, or substantially all of its assets are acquired by a third party
 - in which case personal information about customers will be one of the transferred assets;
 - 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.

We may transfer your personal data outside of the European Economic Area (EEA). We shall ensure that any such transfers are lawful and that your information is kept secure in accordance with the GDPR.

How long do we store your personal data for?

We only store your personal information for as long as necessary for the purposes listed above under '*what do we use your information for?*'.

What are your rights?

- **Access to your personal data:** You may request access to a copy of your personal data.
- **Right to withdraw:** Where you have given your consent for us to use your personal data, you may withdraw your consent at any time. Please contact us using the details located at the foot of this Policy if you would like to withdraw your consent and we will delete your data in line with your right to erasure below.
- **Rectification:** You may ask us to rectify inaccurate information held about you. If you would like to update the data we hold about you, please contact us using the details at the foot of this Policy and provide the updated information.
- **Erasure:** You may ask us to delete your personal data. If you would like us to delete the personal data we hold about you, please contact us using the details at the foot of this Policy, specifying why you would like us to delete your personal data.
- **Portability:** You may ask us to provide you with the personal information that we hold about you in a structured, commonly used, machine readable form, or ask for us to send such personal data to another data controller.
- **Right to object:** You may object to our processing of your personal data pursuant to this Privacy Policy. Please contact us using the details at the foot of this Policy, providing details of your objection.
- **Make a complaint:** You may make a complaint about our data processing activities to a supervisory authority, for the UK this is the Information Commissioner's Office, at <https://ico.org.uk/>.

To make enquires and/or to exercise any of your rights in this Privacy Policy please contact us using the details at the foot of this Policy.

Cookies policy

Cookies are small files saved to your computer's hard drive that track, save and store information as well as your interactions and usage of our website. The primary purpose for collection of data from users to our site is to allow us to provide a smooth efficient and personalised experience while using our site. Where applicable this website uses a cookie control system allowing you on your first visit to the website to allow or disallow the use of cookies on your computer/device.

You are advised that if you do not consent to the use and saving of cookies from this website on to your computer hard drive then you should take necessary steps within your web browser security settings to block all cookies from this website and its external serving vendors.

Our website uses cookies software provided by Google Analytics to monitor 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 identifiable information. If you would like to read Google's privacy policy please search for 'Google Analytics Privacy Policy'

Other cookies may be stored on your computer hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. It should be noted that no personal identifiable information is stored, saved or collected.

Security and Data Storage

We will treat all of your information in strict confidence and we will endeavour to take all reasonable steps to keep your personal information secure once it has been transferred to our systems. 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.

Please note that the internet is not a secure medium and it is not possible to guarantee to 100% the security of any data you disclose online. You should accept the inherent security risks of providing information via the internet and make an informed decision as to whether you feel safe doing so.

Third Party Websites

Our website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Changes to this Privacy Policy

We may modify this Privacy Policy from time to time, so please review it regularly.

If we change this Privacy Policy we shall notify you by means of notice on our site homepage.

This Privacy Policy was last amended on 23 May 2018.

Contact

If you have any queries relating to this Privacy Policy or our use of your personal data, please contact our Data Protection Officer via email: neil@taysidehotel.co.uk