

RIVENHALL HOTEL

Privacy Policy

Background

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.
2. 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.rivenhallhotel.com) regularly for any amendments or to contact us..
3. We will always comply with the General Data Protection Regulations (GDPR, 2018) 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.
4. This Privacy Policy applies to The Rivenhall Hotel’s website at rivenhallhotel.com (the “Website”) and all activities related to the business. We at The Rivenhall Hotel take your privacy seriously. This policy covers the collection, processing and other use of personal data under the General Data Protection Regulations 2018 (“GDPR”).
5. For the purpose of the GDPR we are the data controller and any enquiry regarding the collection or processing of your data should be addressed to the Director at our address: - The Rivenhall Hotel, Rivenhall End, Witham, CM8 3HB.
6. By using the Website and the services that we provide you consent to this policy. We are registered with the Information Commissioner’s Office for this purpose.

Information we collect

7. We will collect personal data only if it is directly provided to us by you the user, e.g. your e-mail address, name, home or work address and telephone number, and therefore has been provided by you with your consent. Normally you will only provide such details if you are making a booking, a purchase or using our Hotel services, or is in our employment or applying for a post..
8. We also use analytical and statistical tools that monitor details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data, but this data will not identify you personally.
9. Your payment information (e.g. credit card details) provided when you make a purchase from our website *is not received or stored by us*. That information is processed securely and privately by the third party payment processors that we use. The Rivenhall Hotel will not have access to that information at any time. We may share your personal data with our payment processors, but only for the purpose of completing the relevant payment transaction. Such payment processors are not permitted to using your personal data, except to provide these necessary payment services to us, and they are required to maintain the confidentiality of your personal data and payment information.

Use of your information

10. We may hold and process personal data that you provide to us in accordance with the GDPR.
11. The information that we collect and store relating to you is primarily used to enable us to provide our services to you, and to meet our contractual commitments to you. In addition, we may use the information for the following purposes:
 - 11.1. To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service.
 - 11.2. If you are an existing customer, we may contact you with information about goods and services similar to those that were the subject of a previous sale to you.
 - 11.3. Where you have consented to receive such information, to provide information on other parties’ products or services that we feel may be of interest to you.
 - 11.4. Where you have consented to receive our e-newsletters and email updates, from time to time to provide that to you.

Disclosure of your information

12. We may disclose your information to regulatory bodies to enable us to comply with the law and to assist fraud protection and minimise credit risk.
13. Where you have consented for us to do so, we may provide your data to selected third parties who may contact you about their goods or services that you may be interested in.
14. If you do not want us to use your data for our and third parties’ use, you will have the opportunity to withhold your consent to this when you provide your details to us on the form on which we collect your data, or you can do so by writing to us at the address detailed in clause 5, or sending us an email to info@rivenhallhotel.com at any time.
15. Please be advised that we do not reveal information about identifiable individuals to our advertisers but we may, on occasion, provide them with aggregate statistical information about our visitors, any data will not identify you or your party personally.

Controlling the use of your data

16. If you have given us consent to use your data for a particular purpose you can revoke or vary that consent at any time. If you do not want us to use your data or want to vary the consent that you have provided you can write to us at the address detailed in clause 5 or email us at info@rivenhallhotel.com at any time.

Where we store and transfer your data

17. As part of the services offered to you, for example through our Website, the information you provide to us may be transferred to and stored with Avon Data – a UK hotel management software company who is also required to comply with the (GDPR) Data Protection Regulations. We do not have any servers outside of the UK so we do not transfer any personal data outside of the UK.
18. We do not use or disclose sensitive personal data, such as race, religion, or political affiliations, without your explicit consent
19. We may disclose your personal data outside of our group: (a) in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; and (b) if The Rivenhall Hotel’s business is bought by a third party, in which case personal data held by it about its customers will be one of the assets to transfer to the buyer. However, any such transfer will only be on terms that the confidentiality of your personal data is protected and that the terms of this privacy policy will continue to be complied with by the recipient.
20. Otherwise, we will process, disclose or share your personal data only if required to do so by law or in the good faith belief that such action is necessary to comply with legal requirements or legal process served on us or the website
21. You have the right to opt out of our processing your personal data for marketing purposes by contacting us at info@rivenhallhotel.com.

Security – How we protect your personal data

22. The transmission of information via the Internet or email is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data while you are transmitting it to our site; any such transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.
23. We will not transfer your personal data outside the UK without your consent.
24. Please note however that where you are transmitting information to us over the internet this can never be guaranteed to be 100% secure.
25. We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

Third party links

26. You might find links to third party websites on our website. These websites should have their own privacy policies, which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.
27. We will never sell your personal data. We will not share your personal data with any third parties without your prior consent (which you are free to withhold) except where we are required to do so by law.
28. We may pass your personal data to third parties who are service providers, agents and subcontractors to us for the purposes of completing tasks and providing services to you on our behalf (e.g. to print newsletters and send you mailings). We do this for the purpose of our legitimate interests in operating the Hotel and for performing our contract with you. However, we disclose only the personal data that is necessary for the third party to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own purposes. It is possible that third parties may themselves engage others (sub-processors) to process your data. Where this is the case, third parties will be required to have contractual arrangements with the sub-processor(s) that ensure your information is kept secure and not used for their own purposes.

Use of cookies

29. Our Website uses cookies. We use cookies to gather information about your computer for our services and to provide statistical information regarding the use of our Website. Such information will not identify you personally - it is statistical data about our visitors and their use of our Website. This statistical data does not identify any personal details whatsoever. We may also gather information about your general Internet use by using a cookie file. Where used, these cookies are downloaded to your computer automatically. This cookie file is stored on the hard drive of your computer, as cookies contain information that is transferred to your computer's hard drive. They help us to improve our Website and the service that we provide to you. All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access particular parts of our Website. Where we work with advertisers on our Website, our advertisers may also use cookies, over which we have no control. Such cookies (if used) would be downloaded once you click on advertisements on our Website.

Your rights

30. The GDPR gives you the right to access information held about you by us. Please write to us or contact us by email if you wish to request confirmation of what personal information we hold relating to you. You can write to us at the address detailed in clause 5, above, or by email to info@rivenhallhotel.com. There is no charge for requesting that we provide you with details of the personal data that we hold. We will provide this information within one month of your requesting the data.
31. You have the right to change the permissions that you have given us in relation to how we may use your data. You also have the right to request that we cease using your data or that we delete all personal data records that we hold relating to you. You can exercise these rights at any time by writing to us at the address detailed in clause 5, above, or by email to info@rivenhallhotel.com.
32. You have rights under the GDPR:
 - To access your personal data
 - To be provided with information about how your personal data is processed.
 - To have your personal data corrected.
 - To have your personal data erased in certain circumstances.
 - To object to or restrict how your personal data is processed.
 - You have the right to take any complaints about how we process your personal data to the Information Commissioner
<https://ico.org.uk/concerne/>
0303 123 1113

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Changes to this policy

33. We may update these policies to reflect changes to the website and customer feedback. Please regularly review these policies to be informed of how we are protecting your personal data.

We welcome any queries, comments or requests you may have regarding this Policy. Please do not hesitate to contact us The Rivenhall Hotel, Rivenhall End, Witham, CM8 3HB or info@rivenhallhotel.com