

PRIVACY STATEMENT

We at The Old Hall Hotel, Caister on Sea are committed to protecting the data that we collect. By using our services, you agree to the use of the data we collect in accordance with this policy.

The Old Hall Hotel, Caister on Sea ('we' or 'us' or 'our') gather and process your personal information in accordance with this privacy notice and in compliance with the new GDPR data protection Regulation and laws as of 25th May 2018. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Who We Are

The Old Hall Hotel, Caister on Sea is registered at The Old Hall, High Street, Caister on Sea, Great Yarmouth, Norfolk, NR30 5JL. Our designated appointed person is Michael Gilbert who can be contacted at mike@oldhall.net or tel.01493 720400

Information Use

We use the information collected to process the task for which you have contacted us or visited our website or services you provide. All reasonable precautions are taken to prevent unauthorised access to this information. We collect your data as part of a **contract** of our legal obligation for business accounting, tax purposes and human resources. We will not send you marketing communications unless we have **consent** or assessed it to be of **legitimate interest** to you as a customer and in our interest. This will be non-intrusive and the option to opt out at any time given.

Contract: The processing is necessary for our contract with you or because you have asked us to take specific steps before entering into a contract. We need preferred methods on contact in order to provide, confirm and complete services

Legal obligation: The processing is necessary for us to comply with the law, HR, accounting and tax purposes.

Consent: You have given clear consent for us to process your data for a specific purpose.

Legitimate interest: The process is necessary for our legitimate interest or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. Where this is the case, we have carried out a thorough Legitimate Interests' Assessment (LIA) and have deemed it to have minimal privacy impact, is proportionate and would not be surprising or likely to cause objection. To identify and prevent fraud, to provide postal and email communications of interest to you.

How We Collect Information.

In person or telephone verbally, website bookings, email enquiries, employment applications, accommodation/restaurant/function bookings. Website cookies and google analytics. Online booking agents/service providers.

What Information is Collected

The Old Hall Hotel, Caister on Sea processes your personal information to meet our legal, statutory and contractual obligations and to help us provide you with our products and services. The data that we may collect: name, date of birth, addresses, email business/personal, telephone business/personal, National insurance number, passport number, Driving license, card details data about how you used our website. We will only collect or process personal information relevant, to comply with statutory obligations, contractual obligations, legal obligations and provide information relating to our services and products. We will never collect any unnecessary personal data from you and do not process your information in any other way, other than as specified in this notice.

Disclosures of your Personal Data

We may have to share your personal data with the parties set out below for the purposes set out in paragraph 4 above.

External Third parties

Service providers acting as processors based in the UK who provide IT and system administration services.

Professional adviser acting as processor or joint controllers including lawyers, bankers, auditors and insurers based in the UK who provide consultancy banking, legal insurance and accounting services

HM Revenue and Customs, regulators and other authorities acting as processors or joint controllers based in the United Kingdom who require reporting of processing activities in certain circumstances.

Booking software providers who collect and store necessary personal information in order to process online and direct accommodation and function bookings. Our website is hosted by a third party provider Eviivo. This data may be transferred to Eviivo Limited (Registered Office 154 Pentonville Road, London, N1 9JE Company Number: 5002392) including where necessary its subsidiaries outside of the European Economic Area (EEA) and in accordance with the GDPR legislation 2018.

Payment details will be processed by our online payment providers Barclaycard. Their privacy statements are available at:

<https://www.barclays.co.uk/important-information/privacy-policy/>

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

Access rights, your rights

The right of access, commonly referred to as subject access, gives you the right to obtain a copy of your personal data as well as other supplementary information such as how long we intend to store your data, who the data has /will the data be disclosed to and the source of data. It helps you to understand how and why we are using your data.

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified. You also have the right to request erasure of your personal data or to restrict processing (where applicable) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Safeguarding Measures

We take your privacy seriously and take every reasonable measure and precaution to protect and secure your personal data. We have several layers of security measures in place, including: -

- PCI DSS compliance
- I.C.O registered.
- Firewalls
- Anti-virus
- Staff training

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website. For more information about cookies visit www.aboutcookies.org

Consequences of Not Providing Your Data

You are not obligated to provide your personal information however, as this information is required for us to provide you with our legitimate interests, we will not be able to offer some/all our services without it.

How Long We Keep Your Data

We only ever retain personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. Where you have made a purchase with us we are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Contact us

If you have any questions regarding our Privacy Policy at The Old Hall Hotel, Caister on Sea or if you want to know what information we have collected please make contact on any of the contact details below. If you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with us.

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