

# **Kearton Country Hotel Privacy Statement**

**Kearton Country Hotel use Freetobook as its main booking software, this is used by Kearton Country Hotel to enable their customers to make online bookings and manage those bookings.**

Maximizing the security of your data is top priority at Kearton Country Hotel, and we are fully committed to respecting your rights. We will aim to handle your data legally and fairly at all times. Kearton Country Hotel is also dedicated to being transparent about how we use data and also what data we collect about you.

This document applies to the processing by Freetobook of personal data collected by Kearton Country Hotel using Freetobook online booking system in relation to the provision of accommodation by Kearton Country Hotel.

## **1. Your Personal Data**

Kearton Country Hotel use Freetobook as their booking engine to collect and store information that you give when you make a booking. You are asked for your name, address, telephone number and email along with payment information and “the names of any guests travelling with you”. This may also include your IP address. This information is stored in the Freetobook System in order to process your booking. You may be contacted by Kearton Country Hotel in relation to your booking.

Your data is also stored after you have stayed but will be kept no longer than necessary in order to comply with legal obligations and for properties to welcome your repeat business.

## **2. Data processed directly by third parties**

If you provide payment information, this will be processed directly by secure PCI Level 1 compliant payment gateway providers.

## **3. Joint Controllers**

In the context of providing booking software to Kearton Country Hotel to facilitate online booking, Freetobook and Kearton Country Hotel shall together operate as joint data controllers for the processing of your personal data.

## **4. Security Procedures**

In accordance with General Data Protection Regulation (GDPR), Freetobook observes reasonable procedures to prevent unauthorised access and misuse of personal information. We use appropriate business systems and procedures to protect and safeguard any personal information given to us. We also use security procedures and

technical and physical restrictions for accessing and using the personal information on our servers. Only authorised personnel are permitted to access personal information in the course of their work.

## 5. **Control of your Personal Data**

You have the right to access data that is stored on behalf of Kearton Country Hotel taking bookings via Freetobook system. You can email or write to Kearton Country Hotel to request an overview of your personal data.

You can also contact Kearton Country Hotel if you believe that the personal information we have for you is incorrect, if you believe that we are no longer entitled to use your personal data or if you have any other questions about how your personal information is used or about the Privacy Statement. You need to email or write to Kearton Country Hotel

## 6. **Reviews**

You may also be asked to send feedback after your stay in order for Kearton Country Hotel to further improve our service. Your email address will be used for this purpose. If you complete a review it may be posted on the property website, Facebook page, twitter or google plus. However, no identifying details will ever be attached to a review posting.

**To Process your information as described above, we rely on the following legal bases:**

**Performance of a contract.** The storage of your information may be necessary to perform the contract that you have with Kearton Country Hotel

**Legitimate Interests.** We may use your information for our legitimate interests, such as for administrative, fraud detection and legal purposes.

## **Cookies**

A cookie is a small amount of data that is placed in the browser of your computer or on your mobile device. These cookies are used only to help you make a smooth booking and contain information like the date searched and language of booking. There is a difference between session cookies and persistent cookies. Session cookies will only exist until you close your browser. Persistent cookies have a longer lifespan and are not automatically deleted once you close your browser. We use persistent cookies in Google Analytics to analyse visitor traffic and behaviour.

By using Freetobook website or proceeding with a booking you are consenting to the above use of cookies.