



# S H E R I F F L O D G E

B E D & B R E A K F A S T

## Privacy Policy for Sheriff Lodge

**Last updated 27<sup>th</sup> August 2018**

This privacy policy explains how Sheriff Lodge ('we') use any personal information we collect from you.

### **Information we collect from you**

When you make a booking online, we collect the name of the guest booking, home address, email address and telephone number. This data is held securely by Innstyle (<https://www.innstyle.co.uk>), who provide our property management system. We also collect a debit or credit card number.

This data is encrypted and held by Card Stream, who provide the payment system. Card details are securely deleted within 72 hours of your departure.

When you arrive at Sheriff Lodge you will be asked to complete a registration form, this is a statutory requirement. The information held is for you to be contacted during your stay if necessary. If you tick that you would like to be contacted to receive more information or offers from Sheriff Lodge I will email you.

If you subscribe to my mailchimp mailings on the website, Facebook or Instagram we will email you with news, offers and events at or around Sheriff Lodge. For this purpose I will only keep your email address and forename. We will not be using your information for any other purpose or providing that information to any other parties. We will not contact you more than once a month. You can unsubscribe at any time using the 'unsubscribe' link or by contacting me direct.

### **Booking online via Expedia and Booking.com**

For Expedia bookings (<https://tripadvisor.mediaroom.com/UK-privacy-policy>)\_we receive a Virtual Credit Card (VCC) to take full payment on guest arrival. We also receive VCC from certain booking.com bookings (<https://www.booking.com/content/privacy.en-gb.html>).

Monetary details of your name and card details are used for the deposit. These details are held by Stripe who we use to process all payments. As a deposit is due on booking and then the remainder is due within 14 days of arrival. Please see Stripe privacy policy here <https://stripe.com/gb/privacy>.

If you email us direct, the email is kept securely for a maximum of one year and then securely deleted, unless required by law. If you email us via our website contact form, the contents are entered on a secure page and then encrypted before being sent to us, and a copy sent to the email address you gave us.

### **How we use the information we hold on you**

We use your name and home address as part of the card payment processing to validate the card. We use your email address to send you confirmation of the booking and other information you may find useful for your stay prior to arrival.

After your stay you may receive an email asking for any feedback. If you leave a review, we may display this on our website however will only use your first name.

### **How is your data stored?**

All data you supply us, as part of the booking process, is stored securely on our booking system, Inn Style (<https://www.innstyle.co.uk/privacy>). Card details are erased automatically following your stay. Neither we or Inn Style will share your information with any third party unless we are legally obliged to do so.

If you use our website contact form, a record of your email is stored securely on the website and securely deleted after one year. We also back up our website to an external secure server which will contain a record of emails sent via the contact form. All contact form information and reviews, submitted via our website, are accessible by our website manager. This information is used by the website manager in accordance with this policy and is kept confidential and secure. Sheriff Lodge holds a QSA certificate.

### **Marketing**

You will only be contacted by us if you have ticked the yes on your registration form. If so, you will receive email on news of Sheriff Lodge and offers, ideas, local events etc.

If you decide not to receive information, please reply saying so. Your details will never be passed on to any third party.

### **Guest Registration**

For guests not booked in advance we are required by law to collect the information below. We do this by asking you to complete a registration form on arrival.

- Name, address and contact details
- Car details if applicable
- For overseas guests – Name, address, nationality, passport number, address of next destination

### **Retaining personal information**

We retain personal information about you for so two years only unless you request further retention. When your information is no longer required, we will ensure it is disposed of securely.

### **Data Security**

No data transmission over the Internet can be guaranteed to be secure from intrusion. However, we maintain physical, electronic and procedural safeguards to protect your personal information in accordance with applicable data protection legislative requirements. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach as required by regulations.

### **Access to your information**

You have a right of access to the information we hold on you, as well as the right to request we amend it or delete it, unless prohibited by law. This will be done within 30 days of the request. There is no charge to access, update or delete your information. You can contact us to request this by email: [info@sheriff lodge.co.uk](mailto:info@sheriff lodge.co.uk) or by post to: **Ziz Coltart Sheriff Lodge, 51 Dimple Road, Matlock DE4 3JX**