

# PRIVACY POLICY

Welcome to the Privacy Policy of Diglis House Hotel, Worcester.

We are committed to preserving the privacy, integrity and security of the personal information we hold about our customers and those who contact us. We have developed this Privacy Policy to explain how we manage and use this personal information and to ensure we comply with our legal obligations under applicable data protection laws. It is important that you read this privacy policy carefully so that you are fully aware of how we collect and process personal information.

## GENERAL INFORMATION

Diglis House Hotel respects the privacy of all guest interactions and this statement describes how the Diglis House Hotel collects, processes, uses and discloses your personal information when you contact us, use our services or interact with our website <http://www.diglishousehotel.co.uk>. Diglis House Hotel will not loan, rent or sell to any third parties any personal details that have been passed on to us without your permission.

## DATA PROTECTION

Your privacy is important to us and we promise to respect your personal information. Information is collected lawfully and in accordance with the Data Protection Act 1998 and we will do our best to ensure that your details are accurate and up-to-date.

## INFORMATION WE COLLECT ABOUT YOU

We collect personal information that you choose to provide voluntarily when using our websites, when you make a call to us or when you correspond with us by e-mail or via social media

### BOOKINGS / CHECK IN PROCESS:

We collect your personal data in order to place your booking with Diglis House Hotel this includes room, restaurant and event bookings. This will ensure that we are providing you with the best possible service. This information is treated with the utmost importance and is in accordance with the Data Protection Act 1998.

#### WEBSITE:

We may also automatically collect some limited technical information including information on your IP address, browser type and version, time zone setting, operating system and platform, page interaction information, and any phone numbers or email addresses used to correspond with us.

#### SOCIAL MEDIA:

Diglis House Hotel will run promotions and competitions on social media and if you interact with these and any of our social media we may collect certain information and we may use social media advertising to promote new products and services.

#### COMPETITIONS:

From time to time we may run competitions alone or with third parties, by entering these competitions you give permission for us to keep your details to inform you of news and offers and you can unsubscribe at any point by calling or clicking the button on e-mails.

### HOW WE USE YOUR INFORMATION

We will use your personal information to:

- confirm your hotel reservations;
- send you emails that relate to your hotel stay;
- respond to your customer-service inquiries or request
- confirm, update and improve customer records;
- identify and inform you of services that may be of interest;

### HOW WE SHARE INFORMATION WITH OTHERS

We work closely with several trusted partners with whom we need to share personal information to help us provide our services

These include:

- banks and payment providers, to authorize and complete payments;
- service providers who work with us to help provide our services i.e. Chauffeur services
- other agencies such as police or government organisations where we are required to by applicable law.

## MARKETING

Personal information you supply us with and the information about your use of services will only be used by us, to tell you by letter, telephone or email about services that may be of interest to you. Your personal information will not be disclosed to any third party for marketing purposes.

## RETAINING YOUR PERSONAL INFORMATION

We keep records in order to manage your stays with Diglis House Hotel, and updating your personal profile and preferences. You can update or change your preferences for the way in which you would like us to communicate with you – by e-mailing, calling or using the unsubscribe buttons on our marketing materials.

## COOKIE USAGE

Cookies are small amounts of information that are sent to and are stored on your computer. We use them to identify you when you visit our websites, and to make your use of our websites more convenient for you. If you do not wish to have Cookies placed on your computer you can disable Cookies on your Internet browser.