



## **THE PHEASANT HOTEL PRIVACY POLICY**

This Privacy Policy set out below, applies to the Pheasant Hotel website under the domain name [www.thepheasanthotel.com](http://www.thepheasanthotel.com) and in person using the Pheasant Hotel's facilities or services.

We are committed to ensuring that your privacy is protected and understand the need for appropriate protection and storage of all personal information you provide.

This Policy may be amended or modified from time to time. Following any changes, the updated version of the policy will be uploaded to our website and the previous version removed.

By using this site, you signify that you are in acceptance of this Policy.

### **What data do we collect about you and how do we use it?**

The Pheasant Hotel Ltd does not capture or store any personal information about individuals who access this website except where personal data is voluntarily given via e-mail, by using an electronic form, or enquiring about any services. Data may consist of name, address, telephone number, email address.

Data is collected when a reservation is made, or you use our facilities or services, via our team, either in person, over the phone, or by completing a form or when a booking is made via the website. Data is also collected when you fill in guest forms or contact us using our social media accounts.

Personal data supplied for enquiry purposes will be used exclusively for providing you with the information requested and will not be passed on to any outside organisation and/or individuals without your express consent.

All information collected for newsletter subscription will be used for that purpose alone.

The Pheasant Hotel does not use "cookies" for any purposes.

We store credit and debit card details when an online booking is made for both pre-authorisation and payment, these are facilitated via a third party called Roombasket which is an online booking service provided by Resident Pro, their privacy policy can be seen here <https://www.residentpro.co.uk/privacy-policy/>

### **Where we store your personal data**

The data we keep is stored on a computer and in a filing system and we make every reasonable effort to ensure it is secure.

### **Data Sharing**

Where we use contracted and trusted third parties to facilitate our provision of services and offers we will also share your data with those parties for that purpose. This includes third party services engaged to perform payment, business support, operational or administrative function.

Third parties are subject to confidentiality obligations and may only use your personal data to perform necessary functions for us and not for any other purpose.

### **Marketing**

The Pheasant Hotel sends out information about products, events, offers and services, which we believe may be of interest to you. If you have consented to receive our marketing, you may opt out at any time.

If you no longer wish to be contacted, you can unsubscribe by any of the following methods:

- Select the UNSUBSCRIBE link included in our emails;
- Contact our Marketing Team on the email address: [reservations@thepheasanthotel.com](mailto:reservations@thepheasanthotel.com)

### **Accessing and amending your data**

You have a right to access a copy of the data we hold about you. This can be done by emailing [reservations@thepheasanthotel.com](mailto:reservations@thepheasanthotel.com). The requested information will be provided within 30 days. The personal data can relate to both electronic and physical forms.

We are keen to ensure that your personal data is accurate and up to date.

You can amend any details to the data we hold about you by contacting us on 01439 771241 or by emailing [reservations@thepheasanthotel.com](mailto:reservations@thepheasanthotel.com)

### **Retention of data**

Your data will be retained for as long as it is necessary to fulfil the purpose for which it has been collected, for business or legal purposes.

Should you choose to unsubscribe from our mailing list please note that your personal data may still be retained on our database for up to 24 months or to the extent permitted by law.

### **Have a question?**

If you have any questions regarding this policy please contact us by emailing [reservations@thepheasanthotel.com](mailto:reservations@thepheasanthotel.com).

This privacy policy was last updated in May 2018.

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