

# SOUTHERNHAY HOUSE

*Made in Exeter*

## Southernhay House Hotel privacy policy

We take the privacy of our customers and their information very seriously. This policy outlines how we use your data and how we protect your privacy.

We may collect information about our customers such as name, address, telephone numbers, job title, company, e-mail addresses, interests and hobbies etc. We also need to know all the names of guests who stay with us at. In some cases when booking we collect payment information including debit and credit cards. This payment data is not retained beyond the date of the stay booked.

We use contact information to manage the process of your booking. We also may use your information to send you updates we think might be of interest, special offers and news.

You may opt-out of receiving communication from Southernhay House Hotel at any time. To do so, please contact [home@southernhayhouse.com](mailto:home@southernhayhouse.com). Please note that we will not pass your information onto any third party for the purpose of marketing.

When you make a booking on the Southernhay House Hotel website, we use secure server software that encrypts all information you input before it is sent to us. This ensures that the information you provide is reasonably protected against unauthorised interception.

In order to comply with the Data Protection Act of 1984 and 1998, we follow procedures in the storage and disclosure of information that you have given to us, to prevent unauthorised access, misuse, alteration or loss of information under our control. Our security measure may mean that we will require proof of identity before we are able to disclose information to you.

In providing personal information to Southernhay House Hotel, you consent to the collection and use of the information by Southernhay House Hotel in the ways described above.

We would like to remind you that you are legally entitled to access, modify, correct and delete any data we hold relating to you and that you have the legal right to forbid this data being prevented to any third parties. To exercise this right or if you have any questions regarding this privacy statement please contact the data protection administrator by e-mailing [home@southernhayhouse.com](mailto:home@southernhayhouse.com) or mail: Data Administrator, Southernhay House Hotel, 36 Southernhay East, Exeter, EX1 1NX.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage 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.

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

We may from time to time change our privacy policy, if we do we will post these changes on our websites, so that you are always aware of what information we collect, how we use it and what circumstances we disclose it in.

This policy is effective from 1<sup>st</sup> January 2016.