



The Denes Guest House GDPR Privacy Policy 11 May 2018

This Privacy Notice explains how we at a The Denes Guest house use any personal information we collect about you.

What information we collect about you

When you make a booking with us we collect the names of all the guests who will be staying, the Home address, email address and telephone number of the person making the booking. We also collect a debit or credit card number to take the deposit equal to 50% of your stay.

How we use the information we hold on you

We use your home address as part of the card payment processing to validate the card. We will use your email address to send you confirmation of the booking and an email with more details on how to find us and other information you may find useful for your stay.

After your stay you will receive an email from our asking you review us.

We will not use your telephone number to contact you unless it for an emergency and/or we have been unable to contact you by email.

How is your data stored

All of the personal and debit/credit card data you supply us, as part of the booking process, is stored securely on a third party system, eviivo.

Neither we nor eviivo will share your information with any third party unless there is a legal reason for doing so.

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Guest Registration

We are required by law to collect the following information on all our guests. We do this by asking you to complete a registration form on arrival.

For commonwealth guests; Name and nationality

For non commonwealth guests;

Name, nationality, passport number, address of next destination

We will keep these forms safely in a locked filing cabinet. We are required to keep these registration forms for a year and show them to a police officer if they request to see them. We will destroy these forms 12 months after your stay.

Access to your information

You have the right to request a copy of the information we hold about you. If you would like a copy of this information please email us at enquiries@thedenes.com

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

You can set your browser not to accept cookies.

See www.aboutcookies.org for more information.

Right to be Forgotten and Right of Access

Please contact us: enquiries@thedenes.com