

The Whoop Hall

PRIVACY POLICY

We are committed to safeguarding the privacy of our customers and website visitors, this policy sets out how we will treat your personal information.

This privacy policy statement has been created to demonstrate our commitment to the privacy of our customers. By using The Whoop Hall Hotel's website, our reservations telephone line or any other Whoop Hall service you are consenting and agreeing to the practices outlined in this statement.

The Whoop Hall will always handle information in compliance with the Data Protection Act (1998) and the General Data Protection Regulation (GDPR) (EU) 2016/79.

The Whoop Hall Hotel is responsible for the privacy policy statement and content of the website. The Whoop Hall is not responsible for the privacy practices or the use of cookies on websites that you have accessed this website from or for the non Whoop Hall websites that you access from this website.

WHEN AND WHY IS PERSONAL INFORMATION COLLECTED?

1. MAKING A RESERVATION

There are several ways of making a room or restaurant reservation with us.

- By calling reception on 015242 71284
- Online at www.whoophall.co.uk using our secure online booking system
- By e-mailing info@whoophall.co.uk (*Payment details cannot be given by e-mail*)
- Via a third party booking agent such as Booking.com or Expedia (*Please see their privacy policies for information on how your personal data is collected and used*)

Personal information, including your name, address, contact number, email address, credit card number, expiration date and security code is collected when making a reservation. This information assists with identifying you and contacting you regarding your reservation or any requests.

Your debit or credit card details will be verified and processed using a secure and, reliable and fully PCI DSS compliant online payment processing gateway. All credit card details are encrypted to ensure it cannot be read by anybody

else. We accept all major credit cards (*except American Express*). Please note we will never ask you for your payment information via e-mail.

We will use your personal information to send you confirmation of your booking and for any pre & post arrival communication.

2. DURING YOUR STAY

Upon arrival we will use your personal information stored in our property management system to confirm your booking and identify you. This is the information collected when making your reservation or if booked via a third party agent such as booking .com, upon check in.

We also record your itemised spending during your stay for the purpose of billing. This information is also recorded to comply with financial reporting requirements.

For overseas visitors, we are required by law to collect your passport number and next destination. We only hold passport for 12 months as required by law.

In doing business with you, typically we will collect: -

Contact details (*including name and address, telephone and email details*)

Personal information (*for example date of birth, nationality*)

Credit card details (*for reservation and transaction purposes*)

Your car registration (for parking arrangements)

If you have special requirements, then it may be necessary to collect details about diet, disability or bedding preferences or any other preferences that you may have.

3. SUBSCRIBE TO OUR MAILING LIST

We would like to send you our latest news and offers that may be of interest to you, however you will only receive these types of marketing communication if you have opted in. You can opt in to mailing via the following ways:

- Website sign up form
- When making a reservation online or over the phone
- When checking in

If you decide you want to opt out, you can do so by the following ways:

- Clicking 'unsubscribe' button included in our e-mails
- Contact info@whoophall.co.uk request to be opted out of future marketing campaigns

HOW IS YOUR PERSONAL INFORMATION STORED?

When making a reservation, your personal information is stored on <https://www.littlehotelier.com> a cloud hosted central reservations property management system as a guest profile.

Littlehotelier's contact details are as follows:

Waterfront

Hammersmith Embankment

Manbre Road

London

W6 9RH UK

Phone: +44 (0)20 3151 0101

When making a reservation via a third party such as Booking.com, our privacy policy will apply to any personal information shared with us.

HOW LONG DO WE STORE YOUR PERSONAL INFORMATION?

We only keep your personal information for as long as it is necessary to fulfil our service to you, for business or legal services, or in accordance with applicable laws.

EMPLOYEE ACCESS TO YOUR INFORMATION

Your information is disclosed to our employees, agents and representatives on a 'need to know' basis and we confirm that such persons understand the importance of client confidentiality and privacy and are aware of the terms of this policy.

NON -DISCLOSURE TO THIRD PARTIES

The information and data we collect is important to The Whoop Hall Hotel and we would not want to share this with anyone else. We will never disclose, rent,

trade or sell your personal data to any third parties for their marketing or mailing purposes.

We do disclose or transfer your personal information to other companies, data processors or agents employed by us to perform any necessary function on or behalf, but they are bound by our privacy policy and may not use this information for their own purposes.

In the event that The Whoop Hall Hotel is sold, or integrated with, another business The Whoop Hall may disclose your personal information to the new owners (and their professional advisors on the transaction) to be used by the new owners. The access of such specified third parties would be limited to the provision of this privacy policy including continuing to provide you with the same services and marketing information services that are currently provided by The Whoop Hall Hotel.

WEBSITE -COOKIES

How we use Cookies:

Cookies are very small text files that are stored on your computer when you visit some websites.

We use cookies to help identify your computer so we can tailor your user experience.

You can choose not to enable cookies within your browser, and you can also disable any cookies already stored on your computer. Please do a Google search on this for details as it varies depending on the platform and browser you are using.

This website will track the pages you visit via Google Analytics to tell us which pages you find most interesting (anonymously).

It will also remember your name and address to allow you to fill in our contact and booking forms.

We will never share any of your personal information with third parties.

WEBSITE – HOSTING

We use a trusted third party to deliver e-mails on our behalf , and we may share your personal data with them in order that we can carry out certain functions ,

such as communication about an enquiry , processing your order and with the general running of our site. We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third party service providers to use personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

RESPONDING TO A DATA BREACH

In the unlikely event that any of the below data breaches occur, The Whoop Hall will notify the Information Commissioner's Office (ICO) without undue delay. If there is a risk to individuals affected, they too will be notified.

- Access by an unauthorized third party
- Deliberate or accidental action (or inaction) by a data controller or processor
- Sending personal data to an incorrect recipient
- Computing device containing personal data being lost or stolen
- Alteration of personal data without permission
- Loss of availability of personal data

ACCESSING AND AMENDING YOUR DATA

If you would like a copy of the personal information that we hold about you , please email info@whoophall.co.uk or write to us at the following address:

Data Controller
The Whoop Hall Hotel
Burrow With Burrow
Kirkby Lonsdale
Lancs
LA6 2GY

To access what personal data is held, identification will be required. We will accept the following forms of ID when information on your personal data is requested: a copy of your passport, national ID card, driving licence, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and one supporting document is required. If we are dissatisfied with the quality further information may be sought before personal data can be released.

We do our best to ensure that all information held relating to you is kept up -to -date, accurate and complete. In this regard, we can also rely on you to notify us if your information requires updating or deleting.

Should you wish to withdraw your consent to any or all of your personal data in instances where we are required by law to collect this information , you agree and understand that we may not be able to provide or continue providing our products and services.

CHANGES TO OUR PRIVACY POLICY

We regularly review our privacy policy and occasionally make changes so please check back frequently for updates. This privacy policy was last updated on 1st May 2018.

LEGAL ISSUES

This is a United Kingdom website and is subject to the laws of England & Wales and any disputes will be decided only by the courts of England & Wales. The Whoop Hall Hotel will disclose personally identifiable information without your permission when required by law or, in good faith believe, that such action is necessary to investigate or protect against suspected criminal activities to The Whoop Hall Hotel guests, visitors, associates or property (including this site to others).

HAVE A QUESTION?

All other questions on our use of your personal data should be directed to info@whoophall.co.uk