

PRIVACY POLICY

The Hawkenbury Inn

At The Hawkenbury Inn we are committed to complying with all relevant policies and procedures and especially those which surround how we use and process personal data and want to maintain your trust and confidence in our business. This privacy notice is intended to set out how we may collect, use and process data that is collected from time to time and confirm that we are not in the business of selling, renting or trading data in any way, but will advise here on the limited conditions under which we may need to disclose it to others.

Whilst this document provides lots of information we will be pleased to discuss specific aspects of our policies and procedures so let us start by confirming who we are and how to contact us: –

The Hawkenbury Inn

<http://www.thehawkenburyinn.com>

Email : contact@thehawkenbury.com

PHONE: – 01580 890567

The Hawkenbury Inn is operated by Jonal Enterprises Limited, Incorporated in England No 08306895 - T/A The Hawkenbury Inn,

What information do we collect and where we collect it?

We collect information about you when you contact our business, which may be an enquiry to request advice and information, book a room and occasionally participate in promotions, surveys and feedback. We may on occasions receive data from third parties who you have provided consent to pass your details to us or from publicly available sources. Our web site may also capture browsing data and you may also specifically sign up to receive information from us. We try hard to limit the amount of data we collect from you to the information specifically necessary for the intended purpose. The information we collect from you is normally your contact details including home and work address, telephone numbers including mobile and e-mail address. On occasions, we may need to collect gender, date of birth, ethnicity.

What is the legal basis for processing personal data?

The Hawkenbury Inn will generally process data because it is necessary for the pursuit of our legitimate interests as detailed below. It may however be on occasions that we need to collect data to fulfil a contractual arrangement and in certain instances it may be to fulfil a legal obligation such as compliance with legislation, in particular but not limited to the Health & Safety at Work Act.

OUR LEGITIMATE INTERESTS:

- Selling & Supplying goods and services to our customers / Providing advice and support to our customers
- Protecting customers, individuals and employees and maintaining health, safety and welfare
- Promoting marketing and advertising our products and services
- Updating customers and individuals with relevant information and changes with regard to bookings
- Updating customers and individuals with information
- Updating customers and details with regard to safety notices, product recalls and regulatory changes
- Sending tailored and relevant promotional communications
- Requesting feedback and development / improvement of products and services
- Understanding customer needs and preferences / Handling complaints, claims queries or disputes
- Compliance with legal and regulatory obligations, fraud investigation and prevention.

How do we use the data we collect from you?

First of all, The Hawkenbury Inn will not share, rent or sell your data to any third-party organisation for any marketing purposes. Data will be processed in accordance with our legitimate interests outlined above. We are often asked why we collect information such as contact details, and this is in order to contact you as an individual to confirm and control bookings.

Here are some of the most common ways in which we use that data for legitimate purposes, whilst these examples are not exhaustive they are the most frequent ways in which we use the data.

MARKETING: – Your details may be on one or more of our direct marketing or e-mailing lists to receive promotional material and e-mails for products and services and information about up and coming courses and events. You will be able to unsubscribe from these communications at any time. We often use third party bulk e-mail services such as mail chimp to deliver such e-mails and their privacy policy is available from their web site.

IMPORTANT UPDATES: – We often provide important updates in regulation changes or changes in booking details, service advice and recalls and important service information.

WEB SITES: – We may on occasions use cookies data and analytical software sometimes provided by third parties for example google analytics so that we can improve our web browsing experience, track visitor numbers and make improvements to our on-line presence. We do not make or allow anyone to make any attempt to identify those visiting our site, other than you may sign up to or request information.

Who do we share data with?

First of all, The Hawkenbury Inn will not share, rent or sell your data to any third-party organisation for any marketing purposes. Data will be processed in accordance with our legitimate interests outlined above. We do sometimes however as part of our legal basis for data usage need to communicate information to other parties not limited to but for example:

BOOKING AFFILIATES: – In order to validate your third-party bookings, identify you and enable affiliate bodies to verify booking has been completed.

Our employees may also have access to the data.

Security, retention and destruction of data

We endeavour to maintain your data securely at all times and appropriate to level of risk identified. The measures may include but are not limited to secure data back-ups, electronic data encryption, password protection, locked storage facilities. Data will only be retained as long as necessary for the legitimate interests identified.

Your rights and access to data

You have a right to be informed of how we use data collected about you and this document serves to provide an overview of how we collect use and process your data. You may request at any time to view details of the data we hold about you and request amendment or corrections to data we hold. You may also make a request to erase data that we hold. All requests for amendment, correction or for data to be erased, will be subject to investigation and verification and in certain circumstances may be rejected with a full explanation of any refusal.

Please make all requests direct to the Data Controller , Jonal Enterprises Limited at the company's registered office as above .

You can unsubscribe to general mailings at any time by clicking the unsubscribe link on the bottom of marketing e-mail communication or by e-mailing us at the address provided above.

PLEASE DO NOT HESITATE TO CONTACT US AT THE ADDRESS PROVIDED ABOVE FOR ANY MORE DETAILED INFORMATION ON SPECIFIC ASPECTS OF THIS NOTICE