



# Quorn Grange Hotel Privacy Policy

May 25<sup>th</sup> 2018

## 1. General

Quorn Grange Hotel respects the right to privacy of every individual who visits our site or mobile site. This privacy policy explains how we use any personal information we collect about you, and your rights to access and correct the personal information we hold about you.

## 2. What information about you do we collect and how we use it?

We may collect the following information about you:

- Contact details including title, name, postal and email addresses, postcode, contact telephone number.
- Business information, such as employer details and job title, particularly from our corporate customers;
- Transaction information, including payment and reservation and booking details.
- Purchase history, including activities on site (e.g. food purchases and Wi-Fi use) and the date(s) of your stay;
- Demographic information.
- Registration information, including your room and other expressed preferences.
- Customer feedback.
- Computer or device information (e.g. your IP address and operating system when using the Wi-Fi).

We may supplement the information that you provide to us with information from trusted third parties (including travel agencies, distributors and list rental companies) for the purposes outlined in this privacy policy.

Where you book accommodation for other people, we may ask you to provide the above information about them (e.g. we will usually ask for the title, first name and surname and e-mail address of a person for each room that you book for identification purposes). You should only provide us with information about other people if you have their permission to do so.

We may use your information for the following purposes:

- Administration and management of room and restaurant bookings for the use in the hotel or restaurant.
- Processing transactions.
- Sending you communications about our products and services that we think may be of interest to you. We may also send you service information communications (e.g.

reservation/booking confirmation). With your permission, we will keep you informed of news and offers from Quorn Grange Hotel.

- Correspondence between us, including where you use our 'Contact us', 'Book your free induction', 'claim your 20% voucher' and 'Check availability' forms.

### 3. Sharing your information with third parties.

We may be required to disclose your personal information (in so far this is in line with applicable local data protection laws):

- Other companies in the group (GFTU Education Trust (owners))
- Any third party where we are under a legal duty to do so, or in order to enforce or protect any of our rights, property or safety (or those of our customers). This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Where personal information is processed on our behalf by third parties (such as for the purposes of processing your room booking), we put measures in place to keep your information secure.

Our Digital Channels contain links to other websites and mobile sites. This privacy policy only applies to our channels. When you link to other websites, mobile sites or apps we are not responsible or liable for them. You should read the privacy policies for those linked sites or apps before you submit any personal information to them.

### 4. Cookies

Our Digital Channels use cookies, which are small text files that contain small amounts of information that a website can send to, and store on, your computer or device through your browser. Cookies may be used by us to provide you with, for example, customised information from our website to make it more user-friendly.

For further details about the cookies on our Digital Channels, please contact us.

By using our Digital Channels, you agree to our privacy and cookie policies and consent to the use of cookies and similar technologies by us and our carefully selected third party partners as described in these policies. If you do not agree to such use, please contact us for advice on how to change these settings.

### 5. Security

Quorn Grange Hotel takes the security of any personal information we hold very seriously.

Where necessary, and in common with other websites and apps, we use SSL (Secure Sockets Layer) encryption to ensure that personal information provided to us is not visible to anybody else when in transit between your computer and our servers. You can tell when SSL is in use by the presence of a small "padlock" symbol in the status bar of your web browser.

In addition, our web servers are housed behind a secure firewall that prevents access to our databases by unauthorised users. All of our servers are housed in a secure environment with high levels of physical security.

However, the transmission of information via the internet is not completely secure. We cannot guarantee the security of your data transmitted to our site: any transmission is at your risk. Once we have received your information, we will handle it in accordance with our usual practices.

Where you have chosen a password that enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

When using any third party websites to make reservations for the hotel or restaurant, they will have their own privacy policy for you to read. We have made every step to ensure the transition between our website and mobile site to any third party web pages are secure.

In-house data storage has been taken equally as seriously with secure means of keeping personal data secure and protected. All staff must follow these strict measures. Data will be held on file until the hotel deems it to be un-necessary. When we dispose of physical data it is done in a controlled manner and disposed of securely.

## 6. International transfers of personal information.

We currently do not transfer your personal information to, or store it at, destinations outside of the European Economic Area ("EEA") for the purposes outlined in this privacy policy.

Quorn Grange Hotel will take appropriate measures to ensure that, wherever your data is located, it is treated securely and in accordance with this privacy policy.

## 7. Direct marketing.

We would like to keep you informed of Quorn Grange Hotel news and offers by post, phone, email, text and other electronic means.

If you have agreed to receive such marketing communications you may opt out or change your marketing preferences at any time by contacting us.

## 8. Access to and amending your personal information.

We'd like to make sure that your personal information is accurate and up to date. You may ask us to correct or remove personal information you think is inaccurate by contacting us.

You also have the right to request a copy of the personal information that we hold about you. To do so, please contact us using the detail below.

## 9. Changes to our Privacy Policy

We keep our privacy policy up-to date and we will place any updates on our website.

## 10. Contact us

If you require further information or have any questions regarding this Privacy Policy, then please email us at [mail@quorngrangehotel.co.uk](mailto:mail@quorngrangehotel.co.uk), telephone us on 01509 412167 or write to us at:

88 Wood Lane, Quorn, Loughborough, Leicestershire, LE12 8DB.

## 11. Further information

This site is operated by GFTU Education Trust Trading as Quorn Grange Hotel Limited (company number 08282681 and VAT number 160422153) whose registered office is 84 Wood Lane Quorn Loughborough Leicestershire LE12 8DB Trading at 88 wood Lane Quorn Loughborough Leicestershire LE12 8DB.