



## Dog-friendly B&B in Amble, Northumberland

### Privacy Statement for Edwin Haven Bed & Breakfast

5 Edwin Street, Amble, NE65 0EF

Tel: 01665 479644; Email: [edwinhavenbandb@yahoo.com](mailto:edwinhavenbandb@yahoo.com)

Website: [www.edwinhavenbandb.uk](http://www.edwinhavenbandb.uk)

The protection of your personal information is very important to us. This privacy policy sets out how we will use the information provided by you.

### Why we collect your data and what we collect

In order to provide you with a bed & breakfast service, we require certain personal information to process your booking. We are also required by the Immigration (Hotel Records) Order 1972 (as amended) to keep a record of all guests (over the age of 16) who stay at the B&B, for 12 months after the visit. If requested, we are required by law to show this record to a police officer or other duly authorised person.

The data that we collect includes:

- Your name and address, and the name of any other member of your party;
- Your contact details (phone, email);
- Your debit/credit card details;
- Information on any special requirements you have in relation to diet and/or allergies;
- Information on your dog(s), if they form part of your party.

### How we use your data

If you book direct through our website, 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, Free-to-book. Prior to your visit, we use this information to process your booking, take the deposit payment and send you confirmation of your intended stay by email.

If you book through booking.com (or another external booking engine), we have no control over any additional information that is collected by this external body. Please see their website for details of their privacy policy, what information they collect and how they use

it. We use the personal data provided to us by booking.com only as described above – to process your booking, take the deposit payment and send you a confirmation email.

At the end of your stay, we use your debit/credit card details to take the balance owed for accommodation and any other additional services used. Once you have left, we may also contact you by email or phone if there is a legitimate reason to do so, such as if you have left something behind.

Once your stay is over, both Free-to-Book and booking.com normally automatically use your contact information (email) to request feedback on our accommodation – but there is no obligation for you to respond.

#### How we store your data

All paper records are kept secure in a locked filing cabinet. All computer records are kept in password protected files and on a computer with up-to-date anti-virus software installed.

All relevant paper and computer records are destroyed (shredded or deleted) after the 12 month period required by law is over.

#### Our commitment to you

We will:

- Never sell your information to any other party;
- Never use your information for marketing purposes, either on our own behalf or that of any other third party;
- Collect only the minimum information required to provide you with our accommodation service and use the information solely for its intended purpose;
- Only share information provided by you when it is required by law or we deem that it is in your legitimate interest to do so.

#### Access to your information

You have the right to request a copy of the information we hold about you. Please email us at [edwinhavenbandb@yahoo.com](mailto:edwinhavenbandb@yahoo.com), if you require this.

If you believe that the information we hold about you is incomplete or incorrect, please contact us and we will update your record.

#### Other

There are links on our website to other external websites that may be of interest to you. However, once you leave our website, we have no control over these external websites and you should ensure you view and understand their individual privacy policies before entering any personal information.

Date: 15<sup>th</sup> May 2018