



## PRIVACY POLICY



### What are you doing with my data?

At Burgh Island we are committed to protecting your personal information and being transparent about what we do with it. Your personal information refers to the data obtained from you in connection with the service provided. We are dedicated to using your personal information in accordance with the General Data Protection Regulation and not to do anything you wouldn't reasonably expect. We only use your data to ensure you have a positive experience each time you interact with Burgh Island.

### That includes doing things like:

- Confirming, amending or cancelling a reservation
- Contacting you in response to a request you have made
- Following up to ensure everything was as per your requirements
- Storing it securely in order to provide you with seamless service for repeat business
- Contacting you via email, if you have chosen to opt in to our newsletter database
- Informing you of a change to our policies or any issues with a service/facility
- We also use it for business, regulatory and legal purposes, like health and safety (e.g. registration forms so we can account for guests in the hotel)

Our general email enquiry forms on the website are sent via an encrypted channel however we ask that you do not include confidential information when using them (such as bank account details).



## What we collect

We may collect the following information:

- Name
- Birthdays
- Contact information including email address
- Demographic information such as post code
- Your preferences and interests
- Allergy information for guests dining with us
- Health considerations for guests using The Spa

## Cookie Usage

Cookies are small amounts of information that are sent to and are stored on your computer. They are used by the hotel to identify you when you visit the site, and to make your use of the site more convenient for you. If you do not wish to have Cookies placed on your computer you can disable Cookies on your internet browser.

## Why we collect the information

- Your information helps us understand your needs
- It helps us provide you with a better service
- It helps us improve our products and services
- If you have opted in, it means we can keep you up to date with special offers using the email address you have provided
- It means we can contact you by email, phone, or mail should we need to

## Retention of data

Your personal data will be retained for as long as it is necessary to fulfil the purpose for which it is collected, or for business or legal purposes, or in accordance with applicable laws.



Do you share my data with other organisations?

No. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law.

We use third parties to provide certain services e.g. online bookings, online gift vouchers. All partners are selected on the basis they are compliant with current legislation and do not sell, distribute or lease your personal information.

Can I access my data?

Yes. You can request to view or delete any information we hold on you at any time. Please write to Burgh Island, Bigbury on Sea, South Devon, TQ7 4BG providing two copies of your ID, e.g.

- Passport
- Driving licence
- Birth certificate
- Utility bill (from the last three months)
- Current vehicle registration document
- Bank statement (from the last three months)
- Rent book (from the last three months)

Bear in mind if you request to delete data from Raithwaite Estate it will mean that we will have to ask for your information each time you make a booking. We reserve the right to make a small charge for these requests as per the terms of the Data Protection Act.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.



## Use of Cookies

We may work with third parties to research certain usage and activities on our website on our behalf. No personal information about you is shared, however in the course of conducting this research these third parties may place a unique "cookie" on your browser. A cookie is a small file which is sent to your browser and stored on your computer's hard disc and helps us understand and track your use of the site and where it can improve the information and services provided. We use cookies solely to gather information on IP addresses, to analyse trends, administer the site, track user's movements on the site and gather broad demographic information for aggregate use. IP addresses are not linked to other personally identifiable information and will not be used to deliver targeted marketing messages. For information about blocking the use of cookies, please refer to the instructions/help screen on your internet browser. Please note that you may not be able to use or access certain parts of the site or online services if you block the use of cookies.

## Marketing

If you have consented to sign up to our marketing database, you can opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted, you can unsubscribe by any of the following methods:

- Selecting the UNSUBSCRIBE link included in our marketing emails
- Contacting our Team on the following email address: [reception@burghisland.com](mailto:reception@burghisland.com)

## Recruitment

Your personal information will be stored securely for a maximum of three months should you not be successfully employed. Written consent is required if you authorise for your personal data to be securely held for a maximum of six months.

## Changes

As a result of improvements we make to our services, amendments to laws or regulation or developments in the technology or processes we use, we may need



to change the information we hold about you and/or the way in which the purposes for which we process such information. Where we require your consent to such change we will notify you of the change. However, unless you inform us otherwise, we will deem your continued use of products and services to which the change relates to constitute your consent to the relevant change.