

CALLENDER HOUSE BED AND BREAKFAST

PRIVACY AND DATA PROTECTION POLICY

Hello and welcome to Callender House Bed and Breakfast's website. If you continue to browse and use this website, you are agreeing to comply with this policy and if you disagree with any part of this policy please do not use our website. We respect your right to privacy and we comply with obligations under the Data Protection Acts (DPA 1988 and 2002) and the PECR (Privacy and Electronic Communications Regulations).

The purpose of this Policy is to outline how we deal with any personal data you provide to us while visiting this website. Naturally, if you are not happy with this Policy you should not use this website.

This policy covers how we: Collect, Use, Disclose, Transfer and Store your data. When we refer to "us", "we" or "our" we are referring to Callender House Bed and Breakfast. The term 'you' refers to the user or viewer of our website.

Introduction

We are committed to protecting your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the Data Protection Act 1998 and 2002. We want our services to be safe and enjoyable environments for you. This Policy relates to our use of any personal information we collect from you via the following services:

- the Callender House Bed and Breakfast website that links to this Policy;
- social media or official Callender House Bed and Breakfast content on other websites;
- via phone, SMS, email, in letters, other correspondence and in person.

In order to provide you with the full range of our services, we need to collect information about you.

This Policy explains the following:

- what information we collect about you;
- how we will use information we collect about you;
- when we may use your details to contact you;
- whether we will disclose your details to anyone else;
- your choices regarding the personal information you provide to us;
- the use of cookies on our website and how you can reject cookies.

Our website uses cookies, if you do allow cookies to be used, no personal information will be stored by us. The content of the pages of this website is for your general information and use only. It is subject to change without notice.

Our website contains hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, and are also likely to use cookies, and we therefore urge you to review them. They will govern the use of personal information you submit when visiting these websites, which may also be collected by cookies. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk. We urge you to exercise caution and look at the privacy statement applicable to the website in question.

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.

Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

Our website, callenderhouse.co.uk, is run by GoDaddy Operating Company LLC secure server.

By visiting our website, you are accepting the terms of this Policy. Any external links to other websites are clearly identifiable as such, and we are not responsible for the content or the privacy policies of these other websites.

Third Party Cookies

Some third party cookies are set by services embedded on our pages, for example, Google Maps. We do not have control over them and as such they are not governed by this privacy statement.

[Our Website](#) A cookie is used by us to record if you have accepted the use of cookies on our website.

[Html5up.net](#) This site is built using html5up.net which uses cookies to enhance your experience.

[freetobook](#) Cookies are used to pass the date and number of nights to the booking process.

[Google](#) Cookies are used to display a Google Map and record Google Analytics to help us understand our website traffic.

[Stripe](#) is one of the biggest payment processing companies in the world, their system allows us to accept customer payments over the internet without the need for a merchant account their system allows us to type in card payments (virtual terminal), keeps cards secure for later payment, emails our customer a payment link and operates a Secure PCI compliant credit card payment system.

[Booking.com](#) is a metasearch engine for lodging reservations of Dutch origin. Since 2005, it has been owned and operated by United States-based Booking Holdings. Booking.com B.V. is the data controller for any personal data collected through the Booking.com online reservations services.

Privacy and Data Protection Policy

This Privacy and Data Protection Policy covers our website; www.callenderhouse.co.uk and governs the privacy of its users who choose to use it. It also explains how we comply with the GDPR (General Data Protection Regulation) and the DPA (Data Protection Act) [pre GDPR enforcement] in the way we manage your data for our day-to-day operation.

This Policy explains areas of this website that may affect your privacy and personal details and how your rights under the GDPR and DPA are adhered to.

Changes to this Privacy and Data Protection Policy

Any changes to this Policy will be posted on our website so you are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If at any time we decide to use Personal Data in a manner different from that stated in this Policy, or otherwise disclosed to you at the time it was collected, we will notify you by email, and you will have a choice as to whether or not we use your information in the new manner. We keep this Policy under regular review and we will place any updates on our website, callenderhouse.co.uk, this policy was last updated in March 2018.

The Data Protection Act (DPA 1998 and 2002), (PECR) and General Data Protection Regulation (GDPR 2018)

We and our website complies with the current DPA, PECR and will comply with the GDPR which comes into effect from May 2018.

Use of Cookies and Website Visitor Tracking

Our website uses cookies to better the users experience while visiting the website. As required by legislation, where applicable this website uses a cookie control system, allowing the user to give explicit permission or to deny the use of/saving of cookies on their computer/device.

Our website does not store any information that would, on its own, allow us to identify individual users of this service without their permission. Our website uses session cookies to count visits to each webpage and generate statistics. This information helps us improve and maintain our website. European Law classifies even the gathering of this simple information as online tracking. Therefore, this website needs your explicit permission to store cookies in your web browser. Cookies are not shared with any third parties.

Also known as browser cookies or tracking cookies, cookies are small, often encrypted text files, located in browser directories. They are used by web developers to help users navigate their websites efficiently and perform certain functions.

Users are advised that if they wish to deny the use and saving of cookies from our website on to their computers hard drive they should take necessary steps within their web browsers security settings to block all cookies from our website and its external serving vendors or use the cookie control system if available upon their first visit.

Our website uses tracking software to monitor its visitors to better understand how they use it. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information.

Downloads and Media Files

Any downloadable documents, files or media made available on our website are provided to users at their own risk. While all precautions have been undertaken to ensure only genuine downloads are available users are advised to verify their authenticity using third party anti-virus software or similar applications.

We accept no responsibility for third party downloads and downloads provided by external third party websites and advise users to verify their authenticity using third party anti-virus software or similar

applications.

Contact and Communication with us

Users contacting us through our website do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use.

Where we have clearly stated and made you aware of the fact, and where you have given your express permission, we may use your details to send you information through a mailing list system. This is done in accordance with the regulations named in this Policy.

External Website Links and Third Parties

Although we only look to include quality, safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout our website. We cannot guarantee or verify the contents of any externally linked website despite our best efforts. Users should therefore note they click on external links at their own risk and we cannot be held liable for any damages or implications caused by visiting any external links mentioned.

Types of Information Collected

We retain two types of information:

1. Personal Data:

This is data that identifies you or can be used to identify or contact you and may include your name, postal address, photographs, videos, email address, telephone or mobile number. Such information is only collected from you if you voluntarily submit it to us. By submitting your personal information, you consent to becoming a registered user of our website, and to us using the details that you have provided within the terms set out in this Policy. By submitting your Personal Data, you give consent for us to process your Personal Data for some or all of the following purposes:

Information we collect

The personal information we collect includes the following:

- The full name and address of the person making the booking
- The email address of the person making the booking
- Credit / Debit card details (which are stored securely by Stripe and we can only view the last 4 digits and the expiry date)
- The telephone numbers of the person making the booking
- The names of all guests staying as part of the booking
- Any additional information you wish to provide that you feel is pertinent to your stay (e.g. food or other allergies, dietary requirements, special requirements, etc.)
- If you provide Credit/debit card details over the telephone or in person these will be entered into the Stripe secure payment system. We will not hold your card details.
- To contact you by post, email, telephone or using social media (e.g., Facebook and Instagram) in connection with your order or to respond to any communications you might send to us;
- To help us to build up a picture of how we are performing;
- To enable us to meet all legal and statutory obligations;
- To maintain our own accounts and records;
- To seek your views, opinions or comments;
- To notify you of changes to our facilities and services;

- To send you communications which you have requested and that may be of interest to you;
- To process relevant financial transactions and payments for goods and services supplied;
- To allow the statistical analysis of data.
- Public relations purposes.

We will comply with data protection law. This says that the personal data we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept and destroyed securely including ensuring that appropriate technical and security measures are in place to protect your personal data to protect personal data from loss, misuse, unauthorised access and disclosure.

How we store your data and keep it secure

We take all reasonable technical and organisational precautions to store your information in a secure manner and prevent its loss or misuse.

As proprietors, we take our legal obligations to protect your data very seriously.

Your data is stored on a secure database operated by our booking manager freetobook who is fully compliant with the GDPR data rules that apply. This freetobook database does not store or capture any personal data that isn't strictly needed for the booking process nor will Callender House Bed and Breakfast or freetobook ever transfer any personal data to any other party if it is not part of the booking process.

All credit card data captured via our booking system is secure with the PCI level 1 compliance of FabPay, Stripe and PCI Card Storage.

Where you choose to pay us by credit or debit card using our Stripe on-line card payment processing system, we will produce a printed receipt and a copy, that contain details of the amount paid and some card details. As the payee you will receive the printed receipt for your records. The copy of the printed receipt is kept in a secure location and can only be accessed by authorised personnel. The payment receipt is kept separately from any other information that could identify the card as belonging to an individual. Card payment receipts are only kept for as long as is reasonable and then destroyed by fire.

On arrival, we require you to verify your identity and booking details by signing a printed registration form that includes the personal information you have provided (or has been provided by an agent/representative acting on your behalf). This registration form is kept in a secure location and can only be accessed by authorised personnel. This form is only kept for as long as is reasonable and then destroyed by fire.

Using your personal information

The personal information provided to us will only be used in connection with the services we are providing to you and is intended to improve your experience.

We may use your personal information to:

- Process your booking and provide confirmation details
- Obtain payments for our services via credit/debit card
- Respond to any questions or comments via e-mail, telephone or post.
- Provide information that may be useful to you
- Request feedback about your stay with us, the booking experience and our website. This is sometimes done in conjunction with Booking.com, TripAdvisor and freetobook.
- Return any items that you may forget to take with you on check-out

How long do we keep your personal data?

We will keep some records permanently if we are legally required to do so. We may keep some other records for an extended period of time. For example, it is currently best practice to keep financial records for a minimum period of 8 years to support HMRC audits or provide tax information. We are permitted to retain data in order to defend or pursue claims. In some cases the law imposes a time limit for such claims (for example 3 years for personal injury claims or 6 years for contract claims). We will retain some personal data for this purpose as long as we believe it is necessary to be able to defend or pursue a claim. In general, we will endeavour to keep data only for as long as we need it. This means that we will delete it when it is no longer needed.

Your rights and your personal data

You have the following rights with respect to your personal data. When exercising any of the rights listed below, in order to process your request, we may need to verify your identity for your security. In such cases we will need you to respond with proof of your identity before you can exercise these rights.

The right to access personal data we hold on you

At any point you can contact us to request the personal data we hold on you as well as why we have that personal data, who has access to the personal data and where we obtained the personal data from. Once we have received your request we will respond within one month. There are no fees or charges for the first request but additional requests for the same personal data or requests which are manifestly unfounded or excessive may be subject to an administrative fee.

The right to correct and update the personal data we hold on you

If the data we hold on you is out of date, incomplete or incorrect, you can inform us and your data will be updated.

The right to have your personal data erased

If you feel that we should no longer be using your personal data or that we are unlawfully using your personal data, you can request that we erase the personal data we hold. When we receive your request we will confirm whether the personal data has been deleted or the reason why it cannot be deleted (for example because we need it for to comply with a legal obligation).

The right to object to processing of your personal data or to restrict it to certain purposes only

You have the right to request that we stop processing your personal data or ask us to restrict processing. Upon receiving the request we will contact you and let you know if we are able to comply or if we have a legal obligation to continue to process your data.

The right to data portability

You have the right to request that we transfer some of your data to another controller. We will comply with your request, where it is feasible to do so, within one month of receiving your request.

The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained

You can withdraw your consent easily by telephone, email, or by post (see Contact Details below).

The right to lodge a complaint with the Information Commissioner's Office.

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

2. Non-Personal Data:

Like most website's, we gather statistical and other analytical information collected on an aggregate basis of all visitors to our website. We use Google Analytics to collect and process data about user behavior, we do not control this. For more information, see the Google webpage "How Google uses data when you use our partners' sites or apps". We require Google Analytics to comply strictly with its instructions and require that they do not access or use your personal information for their own business purposes.

Non-Personal Data comprises information that cannot be used to identify or contact you, such as demographic information regarding, for example, user IP addresses where they have been clipped or anonymised, browser types and other anonymous statistical data involving the use of our website. We use the Non-Personal Data gathered from visitors to our website to get a better understanding of where our visitors come from and to help us better design and organise our website.

Please note that during your visits to our website you may notice some cookies that are not related to us. To support our operation we sometimes embed content from social media and other third party websites. These currently include Facebook and Instagram. As a result, when you visit a page containing such content, you may be presented with cookies from these websites and these third party cookies may track your use of our website. We do not control the dissemination of these cookies and you should check the relevant third party's website for more information. If you continue without changing your settings, we'll assume that you are happy to receive all cookies on our website.

Disclosure of Information to Third Parties

We will not disclose your Personal Data to third parties unless you have consented to this disclosure or unless the third party is required to fulfil your order (in such circumstances, the third party is bound by similar data protection requirements). We will keep your information within Callender House Bed and Breakfast except if we believe in good faith that we are required to disclose it in order to comply with any applicable law, a summons, a search warrant, a court or regulatory order, or any other statutory requirement.

Sale of Business

We will not transfer information (including your Personal Data) to a third party in the event of a sale, merger, liquidation, receivership or transfer of all or substantially all of the assets of our company.

Offensive or inappropriate content on Callender House Bed and Breakfast website

If you post or send content which may reasonably be deemed to be offensive, inappropriate or objectionable anywhere on our website, we may remove such content.

Security

Your Personal Data is held on secure servers and the company computer and we make every effort to ensure the security of our systems. Unfortunately, the nature of the Internet is such that we cannot guarantee or warrant the security of any information you transmit to us via the Internet. No data transmission or storage over the Internet can be guaranteed to be 100% secure. However, we strive and will take all reasonable steps (including appropriate technical and organisational measures) to protect your Personal Data after we've received it.

Updating, Verifying and Deleting Personal Data

You may inform us of any changes in your Personal Data, and in accordance with our obligations under the DPA we will update or delete your Personal Data accordingly.

Under the DPA you have the right to request a copy of the personal information we hold about you and to have any inaccuracies corrected. We require you to prove your identity with 2 pieces of approved identification which can be: Passport, Driving licence, Birth certificate, Utility bill (from last 3 months), Current vehicle registration document, Bank statement (from last 3 months) or Rent book (from last 3 months). We will use reasonable efforts consistent with our legal duty to supply, correct or delete personal information about you on our files.

Please address any questions about this Policy or the personal data we hold about you or to exercise all relevant rights, queries or complaints to the Data Protection Officer, Callender House Bed and Breakfast, Straight Lane, Burton Leonard, Harrogate, HG3 3SE, North Yorkshire (Email: info@callenderhouse.co.uk).

Email Mailing List and Marketing Messages

We do not operate any email mailing list programme to inform subscribers about products, services and/or news we supply/publish.

Social Media Usage

We have official profiles on Facebook and Instagram social media platforms and users are advised to verify authenticity of such profiles before engaging with, or sharing information with such profiles. We will never ask for user passwords or personal details on social media platforms. Users are advised to conduct themselves appropriately when engaging with us on social media.

There may be instances where our website features social sharing buttons, which help share web content directly from web pages to the respective social media platforms. You use social sharing buttons at your own discretion and accept that doing so may publish content to your social media profile feed or page. You can find further information about some social media privacy and usage policies below.

Facebook Privacy Policy

Google Privacy Policy