

## **Privacy Policy: Stoneborough House B&B**

### **What information we collect about you**

When you make a booking with us we collect the names of the guests who will be staying, the Home address, email address and telephone number of the person making the booking. We also collect a debit or credit card number to take the deposit equal to the first night of your stay.

### **How we use the information we hold on you**

We use your home address as part of the card payment processing to validate the card. We will use your email address to send you confirmation of the booking and more details on how to find us.

After your stay you will receive an automatic email from our booking system checking that you were happy with your stay and whether you felt there was anything we could improve upon. We will not use your telephone number to call you unless we need to contact you urgently about your reservation and/or we have been unable to contact you by email.

### **How is your data stored**

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, Little Hotelier. Credit card transactions are processed through Worldpay.

Neither we, Worldpay nor Little Hotelier will share your information with any third party unless there is a legal reason for doing so.

### **Marketing**

We will not inconvenience you with marketing emails of any kind. Nor will we pass on your details to any third party.

### **Guest Registration**

We are required by law to collect the following information on all our guests. We do this by asking you to complete a registration form on arrival.

For commonwealth guests;

- Name and nationality

For non commonwealth guests;

- Name, nationality, passport number, address of next destination
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We will keep these forms safely in a locked filing cabinet. We are required to keep these registration forms for a year and show them to a police officer if they request to see them. We will destroy these forms 12 months after your stay.

### **Access to your information**

You have the right to request a copy of the information we hold about you. If you would like a copy of this information please email us at [enquiry@stoneboroughhouse.co.uk](mailto:enquiry@stoneboroughhouse.co.uk).