

# *TREWAN HALL LIMITED*

Company Number: 689358

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## **PRIVACY NOTICE**

Welcome to our privacy notice.

We respect your privacy and are committed to protecting your personal information, which we call “personal data”. This privacy notice will tell you how we look after your personal data. It describes how and why we obtain, store and process data which can identify you. We may update this policy from time to time and shall indicate on the web site when changes have been made. We have tried to be brief and clear. We are happy to provide any additional information or explanation.

### **Who we are**

We are Trewan Hall Ltd at the above address and the Data Protection Manager is Mrs Judith Mitchell.

### **How we collect your personal data**

Information is collected from you when you book with us either orally, by email or when you use our booking system online via our website. The information we collect is clearly set out on the web page on which we collect it..

### **Why we collect it**

We collect information about you so that we can process your bookings. We only use your information in respect of your bookings and occasionally, if you have authorised us to do so, to send out newsletters.

### **Who we disclose it to**

We do not disclose your information to anyone. However, we do use a 3<sup>rd</sup> party booking system (Anytime Booking) who hold the information and have access to it. They are not authorised to use the information in any way unless requested by us in connection with your booking or in the distribution of our newsletters.

In certain circumstances we may need to disclose information about you if you breach our Terms and Conditions. We may also disclose or access your account if required to do so by law or by any Governmental body. If we need to use your personal data for a new purpose and the law allows us to do so, we will notify you and explain the legal basis for our actions.

### **Data Protection**

Trewan Hall is registered with the Information Commissioner in the UK as a “data controller” in accordance with the provisions of the Data Protection Act 1998. Further details of the registration are available at [www.ico.org.uk](http://www.ico.org.uk).

## **Security**

Keeping information about you secure is very important to us and certain sections of the website may encrypt data using SSL or a comparable standard. However, no data transmission over the internet can be guaranteed to be totally secure. As a result, whilst we strive to protect your personal information, we cannot ensure or warrant the security of any information which you send to us, and you do so at your own risk.

## **Accessing and updating your personal information**

We will always let you have a copy of personal information we have about you, should you request it, and you may correct it if you wish. If you require this then please contact us.

If you have any questions or complaints relating to this Privacy Policy or how we use the personal information we have about you, please contact us at [enquiries@trewan-hall.co.uk](mailto:enquiries@trewan-hall.co.uk).

## **How long will we use your personal data for?**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

You can ask us about the retention periods for different aspects of your personal data by contacting our Data Protection Manager.