

Badgers Wood guest house Privacy and Data Protection Policy

The General Data Protection Regulation (GDPR) is designed to harmonise data privacy laws across Europe and give greater protection and rights to individuals. This means that all businesses which hold and process personal information need to have proper processes and policies in place for the handling of such data.

Under current legislation we have a requirement to state clearly the type of information we require from you in order for you to make a reservation with us, in person, by telephone, e-mail or Third Party website, in addition to how it is collected and your rights to see or have such information we hold corrected or deleted. Such information requested by Badgers Wood guest house will be used in accordance with the principles outlined in the following policy.

Pre-arrival information:

To make a reservation at Badgers Wood in person, by post, telephone, e-mail or internet you require to provide us with the following information:

- your name and contact details (i.e. your postal address, email address and telephone number) .
- we also require you to provide your credit or debit card details to secure a booking for a deposit to be charged (if appropriate) and for use in case of a reservation cancellation or amendment (N.B. for our reservation cancellation or amendment policy please refer to our website www.badgers-wood.co.uk)

Post arrival information:

We will ask you to complete a registration card on arrival and we are required by law to collect the following information from all our guests:

- for British, Commonwealth or Irish guests your name and nationality.
- for non British, Commonwealth or Irish guests your name, nationality, passport number and the address of next destination.
- in addition we may also request information, as appropriate, relating to your dietary requirements, your car registration and its' make and model for parking considerations.

What we do with the information we collect:

We require to keep a record of your booking and to charge a deposit (if appropriate) for your stay:

- your home address is used as part of the card payment processing we undertake in securing our usual reservation deposit in order to validate the card you wish to use.
- your e-mail or postal address is used to send you confirmation of your reservation and provide additional details related to your stay (e.g. how to find us, parking information, check-in time) and other information we deem appropriate to meet your needs during your stay with us.

Marketing of our services:

- any marketing activities which we undertake will be strictly for our own purposes and your information will never be shared by us with third parties. We will never contact you direct unless you explicitly ask us to or you have provided us with the appropriate approval to do so.

Data security:

It is our duty to ensure the personal information you provide to us is kept safe and secure. We do this in a number of different ways:

- all guest booking and registration forms are kept by us in secure environment and are retained for an appropriate length of time in order for Badgers Wood guest house to fulfill its' Legal and other Statutory requirements relative to the running of the business.
- in order to prevent the unauthorised access or disclosure of guest information, we have appropriate physical, electronic and managerial procedures extant to safeguard and secure the information we collect from you, whether that has been undertaken in person (i.e. face to face in conversation), telephone, e-mail, on-line or by post.
- all personal information and data relating to a debit or credit card which you supply to us as part of our booking process is either stored securely by us or, if a reservation is made on-line, our third party system provider and partner InnStyle Ltd. Neither we or InnStyle Ltd will share your information with any third party unless there is a legal requirement to do so.

Control of your personal information:

You have control over the personal information you provide and how it is used and should you wish to know what information we hold, or have such information updated from time to time, then there are a number of ways you can do that:

- by you simply contacting us via the 'contact form' on our website (www.badgers-wood.co.uk), or by telephone, post or by e-mail. In doing so this allows you to control which personal information you would like to share and lets us know your preferences regarding contacting you for a room reservation or other business purposes.
- you can request details of the personal information we hold about you under the current General Data Protection Regulations. To obtain a copy of the information we hold please contact us using one of the methods detailed in the above paragraph.
- by contacting us (as per methods outlined two paragraphs above) should you believe that any information we are holding on you is incorrect, incomplete or you wish your personal information deleted by us then upon notification from you we will be in a position to correct or update such information or delete your personal information as appropriate.