

Privacy Policy

Messrs Benson, T/a Wheyrigg Hall Hotel respects your privacy and is committed to protecting the personal information that you share with us while browsing this website and during the booking process. Please read on to find out about the guidelines that we follow to ensure that the information you choose to share with us is private and safeguarded.

Cookies

We only use cookies to enable functional elements of our website, such as login sessions to restricted areas & online booking sessions. The cookies we send to your browser will only be active for the duration of the browsing session on our websites. We also use cookies for analytics, which tracks lots of individual unique visitors to our website, and allows us to gain access to information such as average length of time on site, most popular pages and so forth. These cookies do not require personal information about our guests such as email address, name or credit card information and they cannot be used to identify you as an individual.

What is personal information?

The term "Personal Information" refers to any information that can be used to identify you as an individual. It can include, among other things, your name, address and email address.

Why is personal information collected?

Wheyrigg Hall Hotel collects personal information for a hotel reservation, event or dining booking. We also collect data to improve the website experience our guests have and to improve and promote the service we offer. This is done by getting a better understanding of the types of people who visit the website in the first place. This information may be collected through use of an online survey (which would require your authentication), signing up to promotional emails, or cookies used to browse our website.

How do we store personal information?

Any personal information provided to Wheyrigg Hall Hotel by its guests or other users is regarded as confidential.

1. We go to great measures to ensure that all Personal Information is kept in a secure location, be it a database or filing cabinet. Furthermore, we take steps to ensure that only designated individuals have access to this information.
2. In order to serve you better we also store certain guest information in our Guest Reservation System, a secure customer database stored on a dedicated server. The stored information includes all the information required for making a reservation. We may also store certain information regarding your service preferences. When you make a reservation in the future, this information is used for that purpose only.
3. Wheyrigg Hall Hotel maintains a secure database of email addresses from people who have requested to receive promotional emails us. This database is solely used by Wheyrigg Hall Hotel and under no circumstances would the data be given to any third parties.

How do I revise my personal information?

If you wish to revise or be removed from our reservations database and marketing communications completely please email us [at \[http://wheyrigg.bookings@gmail.com\]\(mailto:at http://wheyrigg.bookings@gmail.com\)](mailto:at http://wheyrigg.bookings@gmail.com) or call us on 016973 61242 and speak to a member of our team.

How long is my personal information retained?

Your Personal Information will be stored for the period of time required by law in the U.K. jurisdiction. It may be stored indefinitely by Wheyrigg Hall Hotel as long as there is a business purpose for doing so and you have allowed us to do so.

Who else can see your personal data?

We share your data with our reservations system provider. The reservations system we use is Innstyle provided by Staylists Ltd. Details of Staylists Ltd privacy policy can be found [http:// www.innstyle.co.uk](http://www.innstyle.co.uk)

General browsing

You can browse Wheyrigg Hall Hotel's websites without giving us any information about yourself. This means that, unless you voluntarily and knowingly provide us with personal data, we will not know your name, your e-mail address, or any other information identifiable to you. Some cookies will be stored during your visit but this does not contain any of the above data.

IP addresses

Computers, which browse the Internet, are given an IP Address that identifies them throughout their browsing session. When you browse our website, our servers log an entry for each page you visit with your IP Address. We use IP Addresses to gather anonymous information about which pages of our site are most popular, most frequently visited, etc. However, we do not use IP Addresses to attempt to gather any personal information about our visitors.

How do you use social media?

We like to encourage our visitors to share interesting information from our website with their friends through social media by clicking on 'share' buttons. Scripts have been provided by social networks for Wheyrigg Hall Hotel to connect this information to your personal social network profile. Wheyrigg Hall Hotel cannot obtain any personal information from your social network however in some instances the social networking sites will record your activity. This is out of the control of Wheyrigg Hall Hotel and you should check the policies belonging to those social networks to find out what information they are collection and sharing.

How will I know if there are any changes to this policy?

If we decide to make significant changes to our Privacy Policy, we will post those changes on this page.

What laws apply to this policy?

Wheyrigg Hall Hotel is a UK business which operates only within the UK and must comply with UK laws. Wheyrigg Hall Hotel therefore must comply to The European Privacy Directive (2002). This is primarily concerned with the protection of privacy in electronic communications, for both individuals and organisations – even when the information being collected is not personally identifiable. It covers all electronic communication, which includes the internet.

Wheyrigg Hall Hotel may disclose personal information without your permission when required by law, or in the good faith belief that such action is necessary to protect against harmful activities to our guests, visitors, associates, or property (including this website.)

To whom do I direct questions or concerns regarding this policy?

Questions or concerns regarding this privacy policy should be directed to the Stephen Benson by emailing <http://www.wheyrigg.bookings@gmail.com/>