

Pinfield Hotel - GDPR Compliance Statement

This GDPR Compliance Statement explains how we at Pinfield Hotel use any personal information we collect about you.

What information we collect about you

When you make a booking with us we collect the names of all 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 confirm the reservation, take as a deposit, process the first night stay for “no shows” or process in advance of arrival in line with our terms and conditions.

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.

After your stay you will receive an automatic email from our booking system asking for your feedback.

We will only use your telephone number to contact you about your booking or if you have left personal items at Pinfield after your stay.

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 booking system, <https://via.eviivo.com> which is properly encrypted and protected. Neither we nor Eviivo will share your information with any third party unless there is a legal reason for doing so.

Eviivo’s contact details are as follows:

154 Pentonville Road, London N1 9JE

Telephone +44 (0) 844 880 3000

General enquiries: info@eviivo.com

Marketing

We would like to stay in touch with you to send information about the B&B, any special offers we may have or local events. You can unsubscribe at any time by returning the email with a request.

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 enquiries@pinfieldhotel.co.uk

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. You can set your browser not to accept cookies. See www.aboutcookies.org for more information.

Surveillance Cameras

We have 3 cameras on the outside of the B&B. One looks down the drive, the other looks over the car par and the 3rd looks out over our guest patio garden. None of the cameras are pointed at the guest bedrooms, door or windows.

We use these cameras for the security of our property, ourselves, our guests and our guest’s property.

The data is recorded and only kept for 10 days.