

Petwood



## General Information

The Petwood Hotel Ltd (herein referred to as "hotel") is committed to ensuring that your privacy is protected. This policy describes how the hotel collects, processes, uses and discloses your personal information when you contact us, use our services or interact with our website. Should we ask you to provide personal information it will only be collected and used lawfully in accordance with this privacy policy.

The hotel regularly reviews and, where necessary, update our privacy information. You should check this page from time to time to ensure that you are happy with any changes. Should we use personal data for any new purposes we will proactively bring any changes to people's attention.

## What information do we collect about you?

We collect personal information that you choose to provide voluntarily when using our websites, when you make a call to us or when you correspond with us by e-mail, face to face or otherwise. We may collect personal data or information relating to you that can identify you, directly or indirectly. Such data may primarily include:

- Name
- E-mail address
- Postal address
- Landline, mobile and fax telephone numbers
- Credit card information
- Date of birth
- Gender
- Names and ages of children
- Other information necessary to fulfil special requests (e.g. health conditions that require special room accommodations or allergies and dietary requirements)

We may also automatically collect some limited technical information including information on your IP address, browser type and version, time zone setting, operating system and platform, page interaction information when using our website

## Why do we collect information about you?

The information we collect about you is to:

- Help us provide you with a better service
- Help us improve our products and services
- To improve our products and services

It means we can:

- keep you up to date with regards to new products, special offers of information using the email address you have provided.
- contact you by email, phone, or post



## What do we use your data for?

We use your data to ensure you have a positive experience each time you interact with the hotel.

That includes doing things like:

- Dealing with any requests you make
- Confirming your booking details
- Following up to ensure everything was as per your requirements
- Notifying you about new offers or facilities and services
- Getting in touch to advise you of a change to our policies or issues with a service/facility
- We also use it for business, regulatory and legal purposes, like health and safety (e.g. Registration forms so we can account for guests in the hotel)

## Can I decide what I receive or how you contact me?

Yes. Hotel customers and email subscribers can unsubscribe at any time using a link on all emails to:

- select their areas of interests
- select their preferred method of communication

Equally you can alternatively contact us by telephone or email to [reception@petwood.co.uk](mailto:reception@petwood.co.uk) to ask us to amend this at any time.

## Can I request to delete the data?

Yes. You can request we delete any information we hold on you at any time.

Please either e-mail us at [reception@petwood.co.uk](mailto:reception@petwood.co.uk)

Write to us by post:

Attention of Data Protection Officer  
Petwood Hotel,  
Woodhall Spa,  
Lincolnshire  
LN10 6QG

We require that you provide us with two copies of your ID to confirm your identity e.g.

- Passport
- Driving licence
- Birth certificate
- Utility bill (from the last three months)
- Current vehicle registration document

Please bear in mind if you request to delete your data from the hotel it will mean that we have to ask for your information each time you make a booking.



## How can I find out what information the hotel holds about me?

To request a copy of your data and have any mistakes corrected please either e-mail us at [reception@petwood.co.uk](mailto:reception@petwood.co.uk)

Write to us by post:

Attention of Data Protection Officer  
Petwood Hotel,  
Woodhall Spa,  
Lincolnshire  
LN10 6QG

We require that you provide us with two copies of your ID to confirm your identity e.g.

- Passport
- Driving licence
- Birth certificate
- Utility bill (from the last three months)
- Current vehicle registration document

We will process and provide the details we hold about you in a suitable digital format such as PDF or hard copy to any valid requests within 30 calendar days.

## Do you share my data with other organisations?

No. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law.

We use third party platforms to provide certain services e.g. online bookings, online gift vouchers. All partners are selected on the basis they are compliant with current legislation and do not sell, distribute or lease your personal information.

## Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should be aware that we do not have any control over that other website. We cannot be responsible for the protection and privacy of any information which you provide whilst visiting those sites as they are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.