



Privacy and Cookies Policy

EH Hotel 2018 Ltd

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Approved By	
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Policy became operational on:	TBC
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Privacy and Cookies

At EH Hotel 2018 Ltd we take your privacy seriously and this privacy statement explains what personal data or information we collect from you at various points as you interact with us, and from people who visit our website and how we use it. We would encourage you to read the information below.

Who are we?

EH Hotel 2018 Ltd is a registered company (11258257) and our trading address is: Eynsham Hall, A4095, North Leigh, Witney, OX29 6PN. EH Hotel 2018 Ltd is a registered data controller (ICO registration number ZA424579).

What personal data or information do we collect?

We may collect personal data about guests, prospective guests, health club members, prospective health club members, corporate customers, prospective corporate guests, and job applicants, our current and former employees, and suppliers. The personal information we collect may include your name, address, email address, IP address, and information regarding what pages you access on this website and when.

How do we collect data or information from you?

We collect personal information about you when you:

- Make an enquiry via our website or via the telephone
- Make a health club membership application
- Attend the health club as a member or hotel guest
- Book hotel accommodation and stay with us as a guest
- Book a meal or afternoon tea in our restaurant
- Book use of our events and conferencing facilities
- Use our website
- Enquire about a job opportunity
- Work for or with the business
- Exchange business cards with a member of the business
- Provide us with feedback about your visit

How is your information used?

We collect your personal data or information to operate the business effectively and provide you with a high-quality service. We may use your information:

- To administer your booking at Eynsham Hall
- To answer enquiries that you make prior to making a booking with us
- To answer enquiries that you make about the hotel or health club
- To keep you informed about our services, offers or forthcoming events, if you have opted in to receive these communications.
- To process payment(s) for events, hotel accommodation and health club membership
- To process a job application
- To fulfil our obligations as an employer
- To provide benefits to you as an employee
- To maintain security of our office and IT infrastructure
- To invoice you, and to track payments you make or payments made to you
- To gather feedback about your experience with us to improve the service we offer to you and other guests

We believe that all these purposes are justified on the basis of our legitimate interests in running and promoting the business, our contractual requirements to deliver the agreed products and services to you, and our legal obligations, both as a business and responsible employer. The exception is for sending email marketing, which we carry out on the basis of consent. If you would like to know more, please read below:

- Guests
- Prospective customers (guests, health club, corporate)
- Job Applicants, Our Current and Former Employees
- Health Club Members
- Hospitality and Events
- Subscribers to our e-Newsletter
- Suppliers

Guests

As a guest booked to stay or checked-in to the hotel, we will hold the following information about you:

- Name and contact information.
- Financial information
- Demographic information such as postcode, preferences and interests
- Information and documents relating to the services we are providing, including communications with you.
- Billing and payment information.

We store your booking and payment information in our hospitality management software, which are located on secure servers in the EU. If you make any charges to your room during your stay, your name and room number will be stored in our food & beverage system, stored on secure servers in the UK. We store internal and operational documents which may contain your details on our own secure servers in the UK. We may also hold paper copies of your information stored securely in the offices at the hotel. Communications with you will be stored in our email system.

We currently use third-party online tools:

- Sentori to manage our e-newsletter and marketing campaigns, if guests have opted in to receive those. Sentori uses servers that are based in the UK and no personal information is transferred outside of the EEA. For more information, please view Sentori's [Privacy Policy](#)

We will retain your details for the duration of your stay, and for a maximum of 1 year after your last stay with us. We will retain financial records for 6 years, following the end of the current financial year. Paper copies of information relating to your stay are stored for a period of 3 months prior to secure destruction.

Hospitality and Events Clients

As a hospitality and events client, we may hold the following information about you:

- Name and contact information.
- Financial information
- Information relating to your business activities (if relevant)
- Demographic information such as postcode, preferences and interests

- Information and documents relating to your hospitality booking, function or event at the hotel, including communications with you.
- Information to improve your experience with us, e.g. access requirements, dietary requirements
- Billing and payment information

We store your booking and event information in our events management software and in our sales and catering booking systems, which are located on secure servers in the EU. We store internal and operational documents which may contain your details on our own secure servers in the UK. We may also hold paper copies of your information stored securely in the offices at the hotel. Communications with you will be stored in our email system.

We currently use third-party online tools:

- Dropbox to store or share large files relating to marketing activities, which may include images which you have consented for us to use for public viewing (e.g. website, brochure). Dropbox uses servers that are based in the US, therefore personal information is transferred outside of the EEA. For more information please view Dropbox's [Privacy Policy](#)
- Sentori to manage our e-newsletter and marketing campaigns, if guests have opted in to receive those. Sentori uses servers that are based in the UK and no personal information is transferred outside of the EEA. For more information, please view Sentori's [Privacy Policy](#)

We will retain your details for the duration of your relationship with us, and for a maximum of 2 year after your last engagement with us. We will retain financial records for 6 years, following the end of the current financial year. Paper copies of information relating to your booking or event are stored for a period of 3 months prior to secure destruction.

Where our relationship with you does not progress beyond the enquiry or proposal stage, we will retain your details for a minimum of 12 months and maximum period of 2 years.

Job Applicants

When you apply for a job with us, we may hold the following information about you:

- Name, date of birth, and contact information.
- Information relating to your qualifications and experience
- Demographic information such as postcode
- References where we take them up
- Information and documents relating to the review, interview and selection process, including communications with you.

We store your information on our HR system to help us manage recruitment and on our secure servers based in the UK. We may also hold paper copies of your information stored securely in our offices at the hotel. We will also store communications with you relating to the interview process in our email system.

We will retain your personal data relating to the review, interview and selection process for a minimum period of 6 months and a maximum period of 1 year after the interview date.

Current and Former Employees

When you work for us, we may hold the following information about you:

- Name, date of birth, and contact information
- National insurance number and Unique Tax Reference (UTR)
- Information relating to your qualifications and experience
- Demographic information such as postcode
- Information relating to your nationality and ethnicity.
- Information and documents relating to your performance and supervision as an employee of the business, including communications with you
- Your photograph, including Passport and Driving Licence
- Financial information, such as bank details, pension scheme and salary details
- Information about your next of kin
- Health information

We store your information on our HR and payroll system to help us manage payment, performance, development and supervision of staff and on our secure servers based in the UK. The training system we use links with the HR system to exchange information about the training you undertake. We may also hold paper copies of your information stored in the offices at the hotel. We will also store communications with you in our email system.

We will retain your personal data for the duration of your employment and for a period of 7 years after you leave EH Hotel 2018 Ltd. Beyond this point, we only retain minimal information about you to confirm the period of time you were employed by the business for reference purposes. We share your information with HMRC, and our chosen pension / benefits providers. Information about Directors of the business will be held indefinitely for historical purposes.

Health Club Members

As a health club member, we may hold the following information about you:

- Name and business contact information.
- Financial information
- Demographic information such as postcode, preferences and interests
- Information and documents relating to your membership of the health club, including communications with you.
- Health information

We store your information in our health club management software located on secure servers in the UK. We store internal and operational documents which may contain your details on our own secure servers in the UK. We may also hold paper copies of your information stored in the offices at the hotel. Communications with you will be stored in our email system.

We currently use third-party online tools:

- Sentori to manage our e-newsletter and marketing campaigns, if members have opted in to receive those. We may also send operational notices out to members using Sentori. Sentori uses servers that are based in the UK and no personal information is transferred outside of the EEA. For more information, please view Sentori's [Privacy Policy](#)

We will retain information for the duration of our relationship with you, and for a maximum period of 12 months. We retain financial information for 6 years, after the end of the current financial year.

Subscribers to our e-Newsletter

When you sign up to or receive our e-newsletters, we may hold the following information about you:

- Name and contact information, including email address.
- Information relating to your business activities (if relevant)
- Demographic information such as postcode, preferences and interests

We store your information on our own secure servers hosted in the UK. We also store your basic information in Sentori in order to run our campaigns and any other communications with may have with you will be stored in our email system.

We currently use third-party online tools:

- Sentori to manage our e-newsletter and marketing campaigns, if guests have opted in to receive those. Sentori uses servers that are based in the UK and no personal information is transferred outside of the EEA. For more information, please view Sentori's [Privacy Policy](#)

We respect your privacy and will always offer you the opportunity to amend your marketing preferences and give you the choice to opt-out in every email. If you opt-out of all marketing communications from EH Hotel 2018 Ltd and we have no other reason to process your personal data, we will only retain minimal information (name and e-mail) on a suppression list to ensure that we do not send you further information.

We review our marketing databases regularly and if we have not heard from you over a 2-year period, we may seek to confirm that you still wish to receive marketing communications from us.

Suppliers

When you work with the business as a supplier, we may hold the following information about you:

- Name and business contact information.
- Information relating to your qualifications and experience
- Demographic information such as postcode
- Information relating to your business activities

- Information and documents relating to the services or products you offer, including our communications with you.
- Financial information

We store your information on our invoicing system and on our own secure servers hosted in the UK. We may also hold paper copies of your information stored securely in our offices at the hotel. Communications with you will be stored in our email system.

We will retain your information for the duration of our relationship with you and for 2 years after the last purchase we made with you.

Who has access to your information?

We do not sell or rent your personal data or information to any third party or share your information with third parties for their own marketing purposes.

We will disclose your data or information if required by law, for example by a court order or for the prevention of fraud or other crime.

We may pass your information on to third party service providers, agents or subcontractors for the purposes of completing a task or providing services to you on our behalf (e.g. managing email marketing campaigns). However, we disclose only the personal information necessary to deliver that service and have a contract in place that requires them to keep your information secure and not to use it for other purposes.

Third party service providers who act as data processors on our behalf:

- **DCS Associates** manage our IT services and infrastructure, and may have access to personal data when undertaking maintenance, upgrades or resolving issues. They cannot use the personal data they access for their own purposes. You can see a copy of their Privacy Policy [here](#)
- **MorePay** provide employment law advisory services to EH Hotel 2018 Ltd. They cannot use any personal data about our employees we share with them their own purposes.

Transfers outside of the European Economic Area

Your personal information in the European Economic Area (EEA) is protected by data protection laws, but other countries do not necessarily protect your personal information in the same way. The EEA covers all countries in the EU plus Norway, Liechtenstein and Iceland. EH Hotel 2018 Ltd uses online tools which host data outside of the EEA. Prior to selecting such tools, we review their privacy policy and check that the company is signed up to the EU-US Privacy Shield agreement. Companies who have signed up to this agreement commit to securing personal data in line with EU data protection legislation.

Your rights

You have certain rights over the processing of your personal information by EH Hotel 2018 Ltd. These are:

- The right to be informed, which is what this privacy policy is for

- The right to access the data we hold about you
- The right to object to direct marketing
- The right to object to processing carried out on the basis of legitimate interests
- The right to erasure (in some circumstances)
- The right to data portability
- The right to have your data rectified if it is inaccurate
- The right to have your data restricted or blocked from processing

We ask for your consent to send you direct marketing information and will always provide you with the opportunity to amend your preferences or to opt-out of receiving future marketing communications from us.

How you can update your information

The accuracy of your information is important to us. If you change your contact details or if you want to update any of the information we hold on you, please email us at: datarequest@eynshamhall.com or by post at: Eynsham Hall, A4095, North Leigh, Witney, OX29 6PN

How you can access your personal information

You have the right to ask for a copy of the personal information EH Hotel 2018 Ltd hold relating to you. To do this please contact: datarequest@eynshamhall.com or by post at: Data Protection Manager, Eynsham Hall, A4095, North Leigh, Witney, OX29 6PN

You also have the right to lodge a complaint about our processing of your personal data with the UK's [Information Commissioner's Office](#)

Keeping your data secure

When you give us personal information we take steps to ensure that it's treated securely and strive to protect it on our internal systems. Our secure server systems encrypt your information.

Contacting us via email

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government standards. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Visitors to our Website

Use of Cookies by this website

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to

provide information to the owners of the site. Unless you have set your browser to block cookies, this site will place the following cookies on your computer.

Cookie	Name	Purpose	More information
Google Analytics		These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information, including IP address, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.	Click here for an overview of privacy at Google
Web provider, cookie list			

Google Analytics

Our website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help us analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for our website operators and providing other services relating to website activity and internet usage.

Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser. However, please note that if you do this you may not be able to use the full functionality of this website

To opt-out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third party site.

More questions?

To contact EH Hotel 2018 Ltd with a data protection query regarding the processing of your personal data, please email datarequest@eynshamhall.com

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 16/07/2018.