

PRIVACY & COOKIES POLICY

This Cookie Policy explains what cookies are and how we use them. You should read this policy to understand what cookies are, how we use them, the types of cookies we use i.e, the information we collect using cookies and how that information is used and how to control the cookie preferences. For further information on how we use, store and keep your personal data secure, see our Privacy Policy.

You can at any time change or withdraw your consent from the Cookie Declaration on our website. Learn more about who we are, how you can contact us and how we process personal data in our Privacy Policy below. Your consent applies to the following domains: thehotelpro.co.uk

This privacy statement describes the use The Hotel Pro ("THP") makes of information relating to users of this site. THP are data controllers under data protection law. References to "you" or "your" means the user of this website.

This privacy statement forms part of the companies' website terms and conditions. This privacy statement relates to information which identifies particular individual users.

Additional terms & conditions regarding the collection and use of information may also be provided to guests staying in our hotels.

What information is collected?

THP collects information relating to website users in various ways including directly from you and by using technical means such as cookies. A cookie is a text file which is downloaded onto your web browser device when you visit our website for the first time. It is then identified the next time you access our website to let us know you returned. This enables us to tailor the information provided to you on your return to our website. We explain further below how the company uses cookies.

User-supplied information: when you submit an online enquiry, the company may ask you for your name, e-mail address, and other similar information. Any information supplied by the user is supplied with your consent unless otherwise stated. We will state at the time of requesting your information the purpose for which we are asking for your information, the way it will be used and how long it will be kept by the company.

Other information (cookies): We use Google Analytics to research user activities on our website in order to enhance its performance and usability. In the course of conducting this research Google places a First Party session 'cookie' on your browser and collects information. As referenced above, the cookie is a small amount of information recording details of your visit to our website, but does not identify you. The information collected is used to show us the total number of visits to our website from your web browser device and which parts of the site are used the most. It does not identify individuals, as it does not contain any personal data. This information helps us to develop our website and initiate improvements to the services. Use of cookies is standard in many websites.

If you would prefer, you can set your browser to disable cookies. Information on how to disable cookies can be obtained by referring to either your Operating Systems Manual or your Browser Guide, or by contacting your Internet Service Provider. You should be aware that if you disable cookies our website may not perform as it was intended. Most browsers are initially set up to accept cookies. You can reset your browser settings either to notify you when you receive a cookie, or to refuse to accept cookies. You should understand that certain areas of the site may not function properly if you set your browser to not accept cookies, or if you reject a cookie. If you have any questions or concerns regarding this cookie policy, please contact info@thehotelpro.co.uk

In order to help you access and use the site as efficiently as possible, the company may use cookies to store and record your use of the site. If you have provided the company with your consent to directly contact you to inform you of our services, you can inform us at any time if you no longer wish to receive these marketing communications. We always provide links to automatically opt out in all of our email communications to you, however you can contact us directly to advise us that you wish to withdraw your consent by emailing info@thehotelpro.co.uk.

How and when information is used:

The company and its affiliates may use information described in different ways, for example:

To market to users and/or permit third parties to do so, where the user has given their consent by opting in to receive marketing information and for it to be shared with selected third parties. Marketing may be via post, phone, email, SMS, automated phone call or other electronic means, according to the user's opt-in selections.

To provide services that users have requested;

For system administration and to monitor website use; and otherwise as reasonably required to operate our business or as required by law.

How the company protects user information:

The company endeavours to protect users' information in accordance with applicable law, but the company cannot ensure the security of any information a user transmits to the company. Users transmit such information at their own risk. Individuals affected by a breach will be notified without undue delay, if the breach poses a high risk to the rights and freedoms of the individual. Security breaches unlikely to result in a risk for the rights and freedoms of data subjects may not be reported.

Who has access to the information:

The company may disclose personal information for the above purposes where it has a legal obligation to do so or there is a legitimate interest in processing the information. The company will share user information with its affiliates, third parties' business parties and service suppliers for the above purposes, which may include international transfers but only to countries which have equivalent data protection laws. Any transfer of personal data by the company or one of its appointed data processors shall take place only if certain conditions are complied with:

Transfers on the basis of adequacy of data protection.

Transfers subject to the appropriate data protection safeguards through technical and organisational measures. If binding corporate rules apply (agreements governing transfers made between organisations within a corporate group).

How to correct inaccuracies:

You can request access to or correction of information held by the company relating to you by emailing info@thehotelpro.co.uk or by phone on 0800 949549

Your rights

Under data protection law, you have the right to access the personal information that we are processing which identifies you. You are also entitled to request information which we are processing about you through automated means to be transferred to you or a third party. You are also entitled, in certain circumstances, to request that we stop processing information we hold on you, to object to any processing that we are undertaking on your information or to have the data erased.

a) You have the right to request access to your personal data and know more specifically, why and how we hold it.

- b) You have the right to rectification of inaccurate personal data, and we will ensure that inaccurate or incomplete data is erased, amended or rectified.
- c) You have the right to have your personal data erased if: i. the data is no longer needed for its original purpose and no new lawful purpose exists; ii. the lawful basis for the processing is your consent, you withdraw that consent, and no other lawful ground exists; iii. you exercise the right to object, and we have no overriding grounds for continuing the processing; iv. the data has been processed unlawfully; or v. erasure is necessary for compliance with EU law or specified British law
- d) THP have the right to decline your request for erasure of personal data to the extent that data processing is necessary: i. for exercising the right of freedom of expression and information; ii. for compliance with a legal obligation which requires processing by EU or British law to which THP are subject, or for the performance of a task carried out in the public interest, like public health, archiving and scientific, historical research or statistical purposes; or iii. for the establishment of, exercise of or defence against legal claims.
- e) You have the right to restrict the processing of your personal data if: i. the accuracy of the data is contested (and only for as long as it takes to verify that accuracy); ii. the processing is unlawful, and you request restriction (as opposed to exercising the right to erasure); iii. THP no longer needs the data for their original purpose, but the data is still required by THP to establish, exercise or defend legal rights; or iv. verification of overriding grounds is pending in the context of an erasure request.
- f) You have the right to receive your own personal data, which you have provided to THP, in a structured, commonly used and machine-readable format. You also have the right to transmit the data to another data controller without hindrance from THP unless this is technically unfeasible.
- g) Whenever THP justify in writing to you via privacy notice that the data processing we carry out of your personal data is on the basis of its legitimate interests, you can object to such processing. As a consequence, THP would no longer be allowed to process your personal data unless it can demonstrate compelling, legitimate grounds for the processing. These grounds must be sufficiently compelling to override your interests, rights and freedoms, such as to establish, exercise or defend against legal claims.
- h) You have the right not to be evaluated on the basis of automated processing. The right not to be subject to automated decision-making applies only if such a decision is based solely on automated processing and produces legal effects concerning you or similarly significantly affects you. The underlying processing of personal data is allowed if it is authorised by law, necessary for the preparation and execution of a contract, or done with your explicit consent, provided that THP has put sufficient safeguards in place. Such safeguards might include the right to obtain human intervention on the part of THP or another equally effective opportunity to express your point of view to contest the decision.

Should you wish to exercise any of your rights under data protection law, please email info@thehotelpro.co.uk. If you have any issues about the way in which the company is using your information, please email info@thehotelpro.co.uk who will be able to consider the matter for you. Should you be dissatisfied with the company's response, you have the right to raise your concerns with the Information Commissioner's Office.

Applicable law:

This site is created and controlled by the company and subject to the laws of England & Wales and subject to the jurisdiction of the English court. The company reserves the right to make changes to the site and this privacy statement from time to time. By using the site or supplying information to us, you are agreeing and consenting to the use of information relating to you (including international transfer) as described in this privacy statement.

Your current state: Consent Accepted. Manage your consent.

What are cookies ?

Cookies are small text files that are used to store small pieces of information. The cookies are stored on your device when the website is loaded on your browser. These cookies help us make the website function properly, make the website more secure, provide better user experience, and understand how the website performs and to analyze what works and where it needs improvement.

How do we use cookies ?

As most of the online services, our website uses cookies first-party and third-party cookies for a number of purposes. The first-party cookies are mostly necessary for the website to function the right way, and they do not collect any of your personally identifiable data.

The third-party cookies used on our websites are used mainly for understanding how the website performs, how you interact with our website, keeping our services secure, providing advertisements that are relevant to you, and all in all providing you with a better and improved user experience and help speed up your future interactions with our website.

What types of cookies do we use ?

Essential: Some cookies are essential for you to be able to experience the full functionality of our site. They allow us to maintain user sessions and prevent any security threats. They do not collect or store any personal information. For example, these cookies allow you to log-in to your account and add products to your basket and checkout securely.

Statistics: These cookies store information like the number of visitors to the website, the number of unique visitors, which pages of the website have been visited, the source of the visit etc. These data help us understand and analyze how well the website performs and where it needs improvement.

Marketing: Our website displays advertisements. These cookies are used to personalize the advertisements that we show to you so that they are meaningful to you. These cookies also help us keep track of the efficiency of these ad campaigns.
The information stored in these cookies may also be used by the third-party ad providers to show you ads on other websites on the browser as well.

Functional: These are the cookies that help certain non-essential functionalities on our website. These functionalities include embedding content like videos or sharing contents on the website on social media platforms.

Preferences: These cookies help us store your settings and browsing preferences like language preferences so that you have a better and efficient experience on future visits to the website.

How can I control the cookie preferences ?

Should you decide to change your preferences later through your browsing session, you can click on the "Privacy & Cookie Policy" tab on your screen. This will display the consent notice again enabling you to change your preferences or withdraw your consent entirely.

In addition to this, different browsers provide different methods to block and delete cookies used by websites. You can change the settings of your browser to block/delete the cookies. To find out more out more on how to manage and delete cookies, visit wikipedia.org, www.allaboutcookies.org.