

## **Privacy policy at Kegworth House**

Kegworth House (referred to as 'KH' & 'we') are committed to taking measures to respect and protect your privacy. This privacy policy sets forth the measures we take with regard to how we use, protect and allow others to view your personal information.

In particular we are committed to complying with all the applicable data privacy regulations, including the European Community Directive on Data Protection, commonly referred to as the 'EU Privacy Directive' as well as other applicable data privacy regulations.

### **Notice & Information**

KH may collect certain personal information from and about individuals which can be identified with such specific individual, including without limitation, contact and payment information ('Personal Information') about customers who wish to stay or make a reservation at KH. Individuals who wish to stay with or make reservations with KH will be referred to as 'Travellers'. Personal Information about Travellers may be collected through our website or be taken by our reception via telephone, fax and email or by other means deemed appropriate by Travellers or KH, or be passed on to us by third parties. Personal Information about Travellers is collected so that Travellers can make reservations at KH and so that KH can receive and have updated reservation information about Travellers who wish to stay with us. Some of a Traveller's Personal Information (such as credit/debit card number) may be stored to facilitate the making of future reservations by such Traveller. Only that Personal Information which is reasonably required to facilitate travel reservations is collected by KH.

We may combine information you give us online, at KH, through mail, or in any other way. We may also combine that information with publicly available information and information we receive from others or cross-reference. We use that combined information for the purposes described in this privacy policy.

In certain instances we may disclose your personally identifiable information when we have reason to believe that it is necessary to identify, contact or bring legal action against persons or entities who may be causing injury to you, to KH or to others. We may disclose your personally identifiable information when we believe the law requires it.

### **Online Reservations**

When Travellers make a reservation at KH via the 'Book Now' option on our website [www.kegworthhouse.co.uk](http://www.kegworthhouse.co.uk) they will be making a reservation through Eviivo. Eviivo manages our online reservations and provides the software to KH so that KH are

able to sell available rooms online. Travellers provide Personal Information to Eviivo who then pass only that Personal Information which is reasonably required to facilitate travel reservations onto KH. KH does not receive any information about a Travellers payment details i.e. we do not receive any credit or debit card information. For full details of Eviivo's Privacy and other policies please contact Eviivo or visit their website [www.eviivo.com](http://www.eviivo.com).

### **Sensitive Information**

KH will only collect sensitive Personal Information related to your health if you submit such type of Personal Information and such sensitive Personal Information will only be used by KH in order to allow us to help you obtain special accommodations or other health related benefits at KH. If you do not want us to collect and use such type of Personal Information, please do not submit such type of Personal Information to us.

### **Security**

We have conducted an internal review of our data collection and processing practices and the security measures it has implemented and we believe that such security measures provide reasonable precautions against the unauthorised access, disclosure, alteration or destruction of Personal Information that we collect.

We have also implemented certain physical security measures to protect against the unauthorised access to Personal Information which includes but is not limited to appropriately storing both current and previous records of Personal Information.

### **Access**

KH will make a good faith attempt to allow Travellers to have the opportunity to view the Personal Information it has collected for such individuals, to the extent required by applicable regulations. Travellers who wish to view their Personal Information held by KH should contact KH and speak to Mr James Ballantyne (General Manager) or Mrs Trish Ballantyne (Director). Contact details can be found on this website.