

THE DALES GUEST HOUSE PRIVACY NOTICE

- **What information is being collected?**

As part of the booking process, your name(s), address, telephone number and e-mail address will normally be collected. You may also be required to provide credit or debit card details to secure the booking. For overseas visitors, we are legally obliged to obtain, in addition, passport number, place of issue and address of next destination. This passport information is collected on arrival, during the registration process.

- **Who is collecting it and how is it being collected?**

If you book direct with us by phone or e-mail, this data will be collected by the proprietors of The Dales Guest House and stored securely on a third party booking system called QBook.

QBook is operated by Queensborough Group with assistance from sub-processors providing services in connection with our online booking system which are HotelHost Company and Rackspace. If you have questions or concerns about how your information is handled, please direct your enquiry in writing to our Data Processor: Queensborough Group, 14 Bury New Rd, Breightmet, Bolton BL2 6QB.

If you book direct with us via the booking engine on our website, then the data is collected directly by, and stored securely by, QBook (see above).

If you book via a third party booking agency, then the data will be collected by that booking agency and passed securely via an intranet system to The Dales Guest House. We will then manually input the data to the third party booking admin system we use, which is Qbook. If you have questions or concerns about how your information is handled by third party booking agencies (for example booking.com), then please contact your booking agency directly.

The Data Controller for The Dales Guest House is Mrs C Nuza, joint proprietor of the guest house.

- **Why is it being collected and how will it be used?**

Your name and contact data are collected purely to administer your booking with us. Your name and contact data will appear on your reservation form, which you will be asked to sign on arrival. This data will also appear on your invoice, which you will normally pay on departure. We may use your e-mail address or telephone number to contact you regarding the booking, for example to establish a likely time of arrival or to advise you of any issues regarding the booking. The Dales Guest House will never use your data for marketing purposes.

- **Who will it be shared with?**

We will never pass your data to any third party other than QBook, our third party booking system, unless legally obliged to do so, for example if required to do so by HM Revenue and Customs (HMRC) or the Police or Security Services.

- **How long will the data be kept?**

We are obliged by HMRC to retain all our business records for a period of 7 years, in case they want to inspect them. All our paper records (registration forms, copy invoices) will be destroyed by a confidential shredding service after 7 years. The Dales Guest House keeps no electronic records of guests' data; the only electronic data we use is kept on the Qbook system administered by our Data Processor: Queensborough Group.

- **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: reservations@dales-hotel.co.uk

If you would like a copy of the electronic data associated with your booking, please direct your enquiry in writing to our Data Processor: Queensborough Group, 14 Bury New Rd, Brightmet, Bolton BL2 6QB.