

## **Wentworth House B & B Privacy and Data Protection Policy**

In order to process your booking, we will need to collect certain personal details from you. These details will include your name (and those of any other adult members of your party) and contact details. We are legally required to record the full name and nationality of adult guests, together with passport numbers and next destination details of any non-UK residents. The information we collect may also include credit/debit card or other payment details relating to a specific booking. When you book online via our website, this process is fully PCI compliant, as are our procedures for taking card payments via our card payment terminal. Credit/debit card numbers are only recorded on our printed copy of the receipt, which we store securely. We do not retain PIN or CVC codes in any form whatsoever.

Any information you supply to us will be retained for as long as necessary (e.g. we are required to maintain details of business transactions for 7 years) and will be used for the purposes of administrative functions, contacting you about a specific booking or to respond to any queries you have raised with us. Your details will not be passed on to any third party without your prior consent, except in cases where we believe, in good faith, that we have a legal obligation to disclose such information (eg police).

We are committed to ensuring that your privacy is protected and understand the need for appropriate protection of all personal information provided by you.

We are entitled to assume you do not object to any of the things mentioned in this statement unless you indicate otherwise in writing or in any other approved manner.

Our website contains hyperlinks to other websites. This information is supplied in good faith but we are not responsible for the content or functionality of these external websites.

By using our website and when booking accommodation with us, you agree to accept this privacy policy and are aware that our policy may change with time. Any changes to this policy will appear on this web page.

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