

# Cornerways Guest House

## Data Protection & GDPR 11<sup>th</sup> March 2019 Version 1.1

Welcome to the Cornerways Guest House statement on how we use and protect your personal data. This applies to the use of this Website and our Newsletter. If you have any questions relating to these terms and conditions please contact us by email at [chris@cornerwaysstives.co.uk](mailto:chris@cornerwaysstives.co.uk), or call us on 01736 796706 or 07815 796706 between 09.00 and 17.00 Monday to Friday. Please note that all calls to 07815 796706 will be charged at the mobile rate (BT users only, other network charges may vary). Inbound and outbound calls may be recorded for quality monitoring and training purposes.

### Definitions

"Users" means the users of the Website collectively; "Personal Information" means the details provided by you on registration; "We/us" means Cornerways Guest House; "Website" means the website located at [www.cornerwaysstives.co.uk](http://www.cornerwaysstives.co.uk) or any subsequent URL which may replace it; "Cookies" means small text files which our Website places on your computer's hard drive to store information about your session and to identify your computer; "United Kingdom" means England, Wales, Scotland, Northern Ireland and the Channel Islands and "You" means a user of our Website and Newsletter.

### General Data Protection Regulation (GDPR)

We will treat all your Personal Information as confidential (although we reserve the right to disclose this information in the circumstances set out below). We will keep it on a secure server and we will fully comply with all applicable UK Data Protection and consumer legislation from time to time in place.

When you use our Website and Newsletter, we will ask you to input and will collect Personal Information from you such as your name, e-mail address, Land Line & Mobile telephone numbers, billing address, dates that you wish to stay, Room Preference and how you first heard about us. We may also collect, and our third party providers of advertisements and content may collect, information about where you are on the internet (e.g. the URL you came from, IP address, domain types like .co.uk and .com), your browser type, the country and telephone area code where your computer is located, the pages of our website that were viewed during your visit, the pages you clicked on, and any search terms that you entered on our website ("User Information"). We may collect this information even if you do not register with us.

You should be aware that this site is being monitored and may capture information about your visit that will help us improve the quality of our service, or be used to present you with Cornerways offers which are relevant to your browsing history when you visit other websites.

We confirm that any Personal Information which you provide to us (or which is available on public registers) and any User Information from which we can identify you, is held in accordance with the Data Protection Act. We use your information only for the following purposes:

- Processing your booking
- For statistical or survey purposes to improve this Website and its services to you
- To serve website content and advertisements to you

# Cornerways Guest House

- To administer the website
- If you consent, to notify you of events, vacancies or special offers that may be of interest to you

Your Personal Information may be disclosed to other businesses and to reputable third parties who will help to manage our database and mailing software. Cornerways Guest House requires all such third parties to treat your personal information as fully confidential and to fully comply with all applicable UK Data Protection and consumer legislation from time to time in place. We will not release your Personal Information to any company outside of Cornerways Guest House for mailing or marketing of any other business or individual.

You should be aware that if we are requested by the police or any other regulatory or government authority investigating suspected illegal activities to provide your Personal Information and /or User Information, we are entitled do so.

Under General Data Protection Regulation (GDPR) – our lawful basis for processing your data is either:

- “Consent: the individual has given clear consent for you to process their personal data for a specific purpose.” We hold your name and e-mail address in order to send to you information on our products and services and events. You may unsubscribe from our contact list at any time by following the instructions in the promotional e-mail or any of the contact means below.

Or

- “Contract: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.” We hold your name, e-mail address, postal address and booking details in order to fulfil your order with us and for our accounting records.

## Consent & Rights

We ask for your consent when we add you to our mailing list or you ask to be added to it.

We manage ongoing consent by having an opt out option through MailChimp’s e-mail list service.

We do not process children’s data.

This is how you can exercise your rights under GDPR:

- Right to be informed including privacy information
  - We have a privacy policy available online.
- Right of access
  - You can request the information that we hold on you if you contact us by any of the means below.
- Right to rectification and data quality
  - We can update your information at any time if you contact us by any of the means below.
- Right to erasure including retention and disposal
  - You can ask for your data to be erased at any time if you contact us by any of the means below.
- Right to data portability

# Cornerways Guest House

- You can request the data that we hold on you in any format if you contact us by any of the means below.
- Right to object
  - You can object to the processing of your personal data if you contact us by any of the means below.
- Rights related to automated decision making including profiling
  - We ask for your consent when we add you to our mailing list or you ask to be added to it. We do not make automatic decisions to keep your data.

## Contact

By e-mail at [chris@cornerwaysstives.co.uk](mailto:chris@cornerwaysstives.co.uk)

Or

Call us on 01736 796706 or 07815 796706 between 09.00 and 17.00 Monday to Friday.

Or

Cornerways Guest House  
1 Bethesda Place  
St Ives  
TR26 1PA

## Data Protection Policy

Personal data is only stored in the following password protected ways:

- MailChimp (Processor)
- Password Protected Personal Computer

## Privacy Policy

We hold your name, telephone number and e-mail address in order to contact you about your booking and send to you information on our products and services.

This contact is managed by our Online Marketing Partner, [Azhora Limited](#).

We do not share your data with anyone else.

That's it.

## Updates

Please check back frequently to see any updates or changes to our Policy.

Questions should be directed as follows:

By e-mail at [chris@cornerwaysstives.co.uk](mailto:chris@cornerwaysstives.co.uk)

Or Call us on 01736 796706 or 07815 796706 between 09.00 and 17.00 Monday to Friday.

Or Cornerways Guest House  
1 Bethesda Place  
St Ives  
TR26 1PA