

# The Birch Hotel, Haywards Heath

## PRIVACY NOTICE FOR GUESTS OF THE HOTEL

In welcoming you as a guest of the hotel we need to make you aware of the way we handle any data that we acquire about you. The issue of this notice and the protection we apply to your data are to ensure that we comply with the General Data Protection Regulation (GDPR) that came into effect on 25 May 2018.

### OVERNIGHT GUESTS

**Information received on your initial booking:** The information received when you make your booking, whether by phone, email, through a travel agency or by any other means is required for contractual reasons and will not be used for marketing purposes. The data will be held in a secure manner - in a locked cabinet under CCTV surveillance for hard copy data and on a password protected PC for digital data. Credit card details are stored on our file server in encrypted form and only authorised personnel will have access to this data. Our credit card security standards have been certified by the Payment Card Industry.

**Information received on check-in:** When you register on arrival at the hotel you may be asked to add any details that we have not already received and again these are only required for contractual reasons and will not be used for marketing purposes. On the registration form there is an optional tick-box which would allow us to keep your details to facilitate subsequent bookings.

**Duration of data retention:** Invoicing data comprising basic details of your stay in digital form will be held in compliance with HMRC requirements. Data for future reservations will be held, if you have authorised us to do so, for 3 years from date of check-out. Credit/Debit card details, both digital and manual, will be rendered inaccessible for viewing 3 months after check-out.

### WEDDINGS, CHRISTMAS AND FUNCTION BOOKINGS

**Information received on your initial booking:** The information received when you make contact with the Events team is required for contractual reasons and will not be used for subsequent marketing purposes unless you give your permission by ticking and signing an opt-in form or by sending us an email to that effect. The data you provide will be held in a secure manner - in a locked cabinet under CCTV surveillance for hard copy data and on a password protected PC for digital data. Credit card details are stored on our file server in encrypted form and only authorised personnel will have access to this data. Our credit card security standards have been certified by the Payment Card Industry.

**Duration of data retention:** Invoicing data comprising basic details of your event in digital form will be held in compliance with HMRC requirements. Data, digital and manual, for future events will be held, until the event takes place and for 1 year thereafter. Credit/Debit card details, both digital and manual, will be rendered inaccessible for viewing 3 months after the event has taken place.

## INFORMATION APPLYING TO ALL CLIENTS OF THE HOTEL

**CCTV:** Please be aware that there are CCTV cameras at various points within the building and around the grounds. They are in operation on a 24 hour basis and are there for security reasons and for the prevention of crime. CCTV footage can be viewed by authorised members of staff for up to 35 days and will be released to Police and Insurance companies only if requested.

**Your rights:** You have the right to request a copy of the personal information that the Birch Hotel holds about you and to have any inaccuracies corrected. If you have given your consent for your personal data to be used for marketing purposes, you have the right to withdraw this consent at any time.

**How to contact us:** If you have any questions or concerns about this privacy policy, please email [accounts@birchhotel.co.uk](mailto:accounts@birchhotel.co.uk) or write to The Data Controller , The Birch Hotel, Lewes Road, Haywards Heath RH17 7SF.