

## **Tyndale B&B - Privacy Policy**

This privacy policy sets out how Tyndale B&B uses and protects any information that you give us when you use this website or you make a reservation with us.

Tyndale B&B is committed to ensuring that your privacy is protected.

Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Tyndale B&B may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

This policy is effective from 25th May 2018

### **What information we collect about you**

When you make a booking with us we collect the names of all the guests who will be staying, the Home address, email address and telephone number of the person making the booking. We also collect a debit or credit card number to take the deposit equal to the first night of your stay.

### **How we use the information and data we hold on you**

We use your home address as part of the card payment processing to validate the card.

We will use your email address to send you confirmation of the booking and an email with more details on how to find us and other information you may find useful for your stay.

After your stay you will receive an automatic email from our booking system asking you to fill in a feedback form. We may also send you an additional email checking everything was ok with your stay and offering you ways to stay in contact with us by social media or email if you choose to do so.

We may contact you by email regarding your dietary requirements and other communications for example responding to requests or general customer service.

We use closed circuit television at our property that may capture or record images of guests and visitors in public areas for the protection of our staff, guests and visitors to our properties where permitted by law.

We will not use your telephone number to contact you unless it for an emergency and/or we have been unable to contact you by email.

### **How is your data stored?**

All of the personal and debit/credit card data you supply us, as part of the booking process, is stored securely on a third-party system, Eviivo Ltd.

Neither we nor Eviivo will share your information with any third party unless there is a legal reason for doing so.

### **Marketing**

We would like to stay in touch with you to send information about the B&B, any special offers we may have or local events. We send occasional emails (normally no more than one a month) to people on our distribution list. The distribution list is managed by a secure third party, Mailchimp.

You may change your preferences or unsubscribe via Mailchimp at any time.

Neither we nor Mailchimp will pass your details onto any third party

### **Guest Registration**

We are required by law to collect the following information on all our guests. We do this by asking you to complete a registration form on arrival.

For commonwealth guests;

Name and nationality

For non-commonwealth guests;

Name, nationality, passport number, address of next destination

We will keep these forms safely in a locked filing cabinet. We are required to keep these registration forms for a year and show them to a police officer if they request to see them. We will destroy these forms 12 months after your stay.

### **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 [tyndaletorquay@btinternet.com](mailto:tyndaletorquay@btinternet.com)

### **CCTV Surveillance Cameras**

We have 2 cameras on the outside of the B&B. One looks down the front garden, the other looks over the car park towards the front door of the main house. 2 cameras inside of the B&B, one looks down at the front door and second is in the hallway. None of the cameras are pointed at the guest bedrooms, door or windows.

We use these cameras for the security of our property, ourselves, our guests and our guests.' property.

The data is recorded securely online and is only kept for approximately 7 days.

## **Website Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.