

PRIVACY POLICY

This privacy policy sets out how we use and protect any information that you give to us when you use our website, onsite Wi-Fi network or make a booking with us directly or via a third-party travel agent.

We are 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.

We 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.

What we collect

We may collect the following information:

- name
- contact information including email address
- other information relevant to customer enquiries and/or bookings

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may use the information to customise the website according to your interests.

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. When making a payment we card details can be stored in an encrypted and secure manner in accordance to data protection law. Once entered card details are not viewable by any member of staff or any other person for that matter. Payment will only be debited in accordance with our payment terms and conditions. Should you not wish you card details to be stored please contact us directly.

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.

Controlling your personal information

- If you have subscribed to our newsletter you may unsubscribe at any time

- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@southwinchesterlodges.co.uk.

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect