

Privacy policy

Nanhoron Arms Hotel take your privacy seriously. This privacy policy explains how we use any personal information we collect about you when you use this website, make a booking with us or visit our premises. We recommend that you read this document, as it explains our data protection policy and describe how we'll use any personal data we collect from you or that is provided to us.

For the purposes of the Data Protection Act 1998 and the EU General Data Protection Regulation 2016/679 (GDPR), Nanhoron Arms Hotel is the (data) controller for the processing of personal information we hold about you.

Nanhoron Arms Hotel is registered with the Information Commissioner's Office: Registration Number 00010550711

Our nominated representative is the Data Protection Officer, who can be contacted at: info@nanhoronhotel.com.

Changes to our Privacy Policy

We may change our Privacy policy from time to time. If or when changes are made we'll include them here, so be sure to check back occasionally.

Other Third-Party Websites

Our website may, from time to time, contain links to and from third-party websites. If you follow a link to any of these websites, please note that these websites may have their own privacy policies. We don't accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Our Legal Bases for Processing

To process your information, we rely on the following legal bases:

Performance of a contract:

We need to process your personal data in order to fulfil our contract with you from the instructions you supplied to us when you made your booking.

Consent:

If you have provided us with your consent we would process your personal data in accordance with the marketing instructions received from you at the time you signed up to this service. You may withdraw consent at any time.

Legal obligation:

Additionally, we may need to process your data to comply with UK law, data protection supervisory authorities & other similar regulatory bodies.

What information do we collect about you?

We collect information about you when you make a booking for products & services. We only collect basic personal data about you which is relevant to the service you request from us this does not include any special

types of information. This does however include name, address, credit card details, email address, phone number and company name. We will only use your personal information to administer your account and to provide the products and services you have requested from us.

We may collect your IP address when you use our Wi-Fi service. In addition, all our premises are monitored by CCTV and we record activity to protect our guests and staff.

Website usage information is collected using cookies and User behaviour through Google Analytics.

Why we need your personal data

We need to know your basic personal data to provide you with services in line with your overall request. We will not collect any personal data from you we do not need in order to provide and oversee this service to you.

How will we use the information about you?

All the personal data we process is processed by our staff in the UK and for the purposes of IT hosting and maintenance this information is located on servers in the UK. However, we may share your information with relevant authorities, for fraud preventions, as requested and required by legal bodies.

We have a Data Protection regime in place to oversee the effective and secure processing of your personal data.

We may process your personal data as follows:

1. Provide the services you requested
2. Advise you of any changes or problems with your booking
3. Enhance your stay
4. Personalise any repeat visit to our hotel
5. Improve customer service
6. Advise you if you have won any competition or prize giveaway
7. Administer accounts
8. Detect fraud or loss
9. For risk assessment & security purposes, including the authentication of users & reservations
10. Record your IP address through Wi-Fi usage
11. Capture your image on CCTV footage
12. Analyse customer interaction
13. Improve our website
14. Review website performance

How long do we keep your information for?

If you have stayed with us or had an event with us we are required under UK tax law and for accounting purposes to keep your basic personal data (name, address, contact details) for a minimum of 6 years.

After you have given us your consent to contact you for marketing purposes any of your personal data we use for that purpose will be kept with us for a maximum of 24 months or earlier if you notify us that you no longer wish to receive this type of information.

All personal data will be securely destroyed once it is no longer required.

What we would also like to do with your Personal Data

With your consent we collect information if you register with us via our website, voluntarily complete customer surveys, provide feedback and participate in competitions. Upon you providing your consent, from time to time we would email you about other products and services we feel may be of interest to you. You have a right at any time to stop us from contacting you for marketing purposes, you can do so by clicking the unsubscribe link in any marketing email you receive from us.

We will never pass your data to a third party.

The Personal Information that we hold about you, what are your rights with regard to this?

We want to make sure that the personal information that we hold about you is accurate and up to date. If at any point you believe the information we process on you is incorrect you have the right to request to see this information and have it corrected.

You have the right to restrict us from processing your personal information, including by means of any automated processing, you have the right to object to us processing your data and the right to request a copy of all the information that we hold about you.

If you no longer want us to hold your data you have the right to be forgotten, we would delete your data in accordance with such an instruction unless legally we were required to retain it.

If you make a request, we will ask you to confirm your identity if we need to, and to provide information that helps us to understand your request better. If we do not meet your request, we will explain why.

If you need any further information you can email us or write to us at the addresses given below.

You can contact us here for these purposes info@nanhoronhotel.com or write to us at the following address:
Data Protection Officer, Nanhoron Arms Hotel, St David's Road, Nefyn, Pwllheli, Gwynedd, LL53 6EA.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. Our Data Protection Officer can be contacted by email at info@nanhoronhotel.com or write to us at the following address:
Data Protection Officer, Nanhoron Arms Hotel, St David's Road, Nefyn, Pwllheli, Gwynedd, LL53 6EA.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

For more information on the EU General Data Protection Regulation GDPR you can visit the Information Commissioner's website <https://ico.org.uk>.