

DOWNINGS BAY HOTEL

PRIVACY POLICY

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We'd like to assure you that we are committed to protecting the privacy of all our users. We will ensure that the information you provide us with is kept private and confidential, and we will only use it to provide the services you request.

INFORMATION YOU VOLUNTARILY PROVIDE

When you complete a booking, consult with our service team, send us an email, or communicate with us in any way, you are voluntarily giving us information that we collect. That information may include your name, address, email address, phone number, credit card information, as well as details including location, purchase history, and other demographic information. By giving us this information, you consent to this information being collected, used and disclosed as described in this privacy policy. In the interest of your privacy, we only collect, use and retain information reasonably required for our legitimate business interests, such as processing bookings and queries or providing you with marketing materials.

INFORMATION WE AUTOMATICALLY COLLECT

When you browse the website or make a purchase, we may automatically collect information about your visit by using cookies. This information may include your device type, browser, IP address, how you came to the website or how you interacted with the website. This information may be used to monitor or improve website performance or deliver targeted advertising. Information from the cookie alone generally will not identify you personally and we will not use this information in connection with any personally identifiable information you have provided.

HOW WE PROTECT YOUR INFORMATION

We take reasonable and appropriate measures to protect Personal Information from loss, misuse and unauthorized access, disclosure, alteration and destruction, considering the risks involved in the processing and the nature of the personal information. Our website is scanned on a regular basis for security holes and known vulnerabilities to make your visit to our site as safe as possible. We implement a variety of security measures when a user makes a booking, enters, submits, or accesses their information to maintain the safety of your personal information.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit card information you supply is encrypted via Secure Socket Layer (SSL) technology. All transactions are processed through a gateway provider and are not stored or processed on our servers. If a security breach causes an unauthorized intrusion into our system that materially affects you, then The Downings Bay Hotel will notify you as soon as possible and later report the action we took in response.

ACCESS TO PERSONALLY IDENTIFIABLE INFORMATION

If your personally identifiable information changes or you wish your information to be removed from our records, you may update or delete it by emailing info@downingsbayhotel.com. We will give you access to your personally identifiable information that we hold within 30 days of a request to access. If you wish to stop receiving email newsletters please email 'Opt-Out' to info@downingsbayhotel.com.

We will retain your information for as long as required to deliver your service, agreement or resolve any issues. Please note that we cannot always delete records of all historical data. For example, we are required to retain certain records for financial reporting and compliance reasons.

THIRD PARTY WEBSITES

We do not sell, rent or share any of your personal information with any other party including any third-party joint promoters, nor use it for unapproved commercial purposes.

CHANGES TO OUR PRIVACY POLICY

We may make changes to this privacy policy, which come into effect upon updating this page. We recommend reviewing this privacy policy so you are aware of any changes that affect what you are consenting to by interacting with the website, submitting a query, making a booking or otherwise interacting with The Downings Bay Hotel.