

GDPR PRIVACY STATEMENT

Our commitment

At Wormsley Grange we are committed to ensuring the security and protection of the personal information that we receive and process. Our policies comply with the existing data protection principles as described in the Data Protection Bill and further demonstrates' GDPR Compliance.

Data Type	Data stored and processed	Reason for data collection	Data Retention Schedule
Identity Data	First Name Last Name Title or Identifier Date of Birth	Contractual Obligation	6 years
Contact Data	Billing Address Email Address Telephone numbers – for	Contractual Obligation	6 years
Financial Data	Bank Account Payment Card Details – for contractual obligation	Contractual Obligation	6 years
Anonymized Demographic Data relating to your booking	Postcode Area Size of booking party Age of guests Reason for stay	Business development purposes	3 years
Marketing & Communication Data	Email Address Preferences for receiving direct marketing with an opt out option. Data is not passed to third party marketing companies.	Business development purposes	3 years
CCTV Footage	Stills and Moving images collected outside the property during your stay	For criminal or other investigation purposes	6 months with no issues raised. Or 6 months from an issue being resolved



The Data we do not collect:

Special Categories of Personal Data	Race or Ethnicity Religious or Philosophical beliefs Sexual Orientation Health Informtaion Genetic or Biometric data Political Opinion Trade Union Membership
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How your data is collected.

Interactions by phone, messaging, post, and email including personal data you provide when,

- Booking our guest accommodation
- Requesting documents to be sent to you.
- When you provide us with feedback
- When you contact us in the ways outlined above.
- By CCTV footage externally during your stay

Data we receive about you from third parties.

We receive data from third parties as outlined below,

- Technical data from analytics providers and search engine providers
- Financial and transactional data from payments services
- Data from third party booking platforms.

How your data is used

- To carry out contractual obligations entered between you and us, including, where requested, any third-party services you wish us to make available to you during your stay.
- To carry out feedback, supply direct marketing offers in relation to future stays, conduct research on our services and develop business strategies.
- To comply with the law if approached and found that we have a legal obligation to provide your data. e.g., in a criminal investigation

How we secure your data

We use technical measures to secure your data at a level appropriate to the risk of processing your personal information, i.e., the use of firewall and encryption software on our in-house servers.

- We use organizational and governance measures to protect the information stored appropriate to the risks associated with processing your personal information, i.e., minimizing access to data, staff training and policy review. We will notify you as soon as we become aware of any breach in data security.

Your Rights to your Data

You have rights for: access to, rectification of, restriction of, portability of and erasure of, your data.

- to know which of their personal data we handle and why?
- to update their data and correct if wrong.
- to request to see personal data that we hold about them (via Subject Access Request)



- to request to restrict use of their data.
- to opt in and out of future direct marketing
- to erase data held about themselves.

CONTACT DETAILS

Initial requests and amendments including Subject Access Requests should be forwarded to
hello@wormsleygrange.co.uk

Or contact:
01981 590224

Or write to:
Wormsley Grange
C/O Foxley Estate Office
Mansel Lacy
Herefordshire
HR4 7HQ

Individuals also have a right to complain to the ICO regarding the handling of their data.

Initial requests can be addressed via the helpline number: 0303 123 1113.

Or write to:
Information Commissioner Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Thank you for your time, please let us know if we can be of assistance.

