

Crannoch Hotel

Privacy Policy

Your personal information is being processed by Crannoch Hotel. We are devoted to managing personal information in line with current legislation and best practice, this includes the new General Data Protection Regulation (GDPR) which is active from May 25th, 2018. Whenever you provide personal information, we will treat information in accordance with our privacy policy.

Description of processing

The following is a broad description of the way this organisation processes personal information:

Reasons/purposes for processing information

We process personal information to enable us to provide booking and holiday information for both hotel and restaurant.

Type/classes of information processed

We process information relating to the above reasons/purposes. This information **may** include:

- personal details
- family, lifestyle and social circumstances
- education details

We also process sensitive classes of information that may include:

- physical or mental health details
- racial or ethnic origin
- religious or other beliefs
- membership of organizations

Who the information is processed about

We process personal information about our customers and matters appertaining to their booking or hotel requirements .

Who the information may be shared with

We do not share information with any third party. Where it is necessary to legally share information, we are required to comply with all aspects of GDPR. What follows is a description of the types of organisations we may need to share some of the personal information we process with for one or more reasons. Where necessary or required we share information with:

- family, associates and representatives of the person whose personal data we are processing

- ombudsmen and regulatory authorities
- law enforcement authorities

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| Retention Period | |
| Where stored: | Electronic |
| Authority: | Crannoch Hotel |
| Information Asset Owner: | Crannoch Hotel (Information Officer Cilla) |
| Location Held: | Laptop and Computer Secure File |
| Permanent Preservation: | No |
| Sensitive Personal Data: | No |

Retention policy

Rights of Data Subjects

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| The right to be informed | Data subjects should be clear about what, why and in what way, Personal Identifiable Information (PII) will be processed. |
| The right of access | Data subjects have the right to learn what PII is held on them by whom and why |
| The right of rectification | Data subjects can request corrections to their PII |
| The right to erase | Data subjects can request to be forgotten |
| The right to restrict processing | Data subjects can ask organisation to stop processing their PII |
| The right to data portability | Data subjects can ask for their PII in machine readable format or to have it sent to another organisation |
| The right to object | Data subjects can object to organisation processing their PII |
| Automated decision making and profiling | Protection against targeted marketing and decision making |

If you wish to require more information regarding rights, you can do this by consulting the Information Commissioners Office (ICO) website or for more specific enquires at info@cullen-hotel.co.uk