

# BWWC Ltd: Privacy and Cookie Policy

## Privacy Policy

We have a legal obligation under Data Protection legislation to ensure that all information held and processed about you complies with the principles of the legislation.

We also have responsibilities under the EU Privacy and Communications Directive to ensure you understand how our website works regarding cookies, online privacy and your browsing experience.

This Privacy and Cookie Policy details how we ensure information about you is kept secure and confidential and how we use cookies on our site.

**Please read this policy carefully as once you use this site and/or any of our services or products you will be regarded as having accepted this policy. In particular, it means that you consent to cookies being used, as described below. By choosing to use the website, you are consenting to the use of cookies for these purposes.**

**If you do not accept this Privacy and Cookie Policy please do not use this site.**

### Data Protection Legislation:

The General Data Protection Regulation (GDPR), effective 25 May 2018, puts obligations on users of personal information and lays down principles for its use. One principle states that information has to be processed fairly and lawfully. This means that you are entitled to know how we intend to use any information you provide. You can then decide whether you want to give it to us.

If we are requested to provide any information to assist with law enforcement enquiries, we will do so.

### Data Controller

BWWC Ltd (company number 06257696) is the data controller. The BWWC.co.uk and grantarmshotel.com websites ('The sites') are operated by BWWC Ltd, registered office 25 The Square, Grantown-On-Spey, PH26 3HF (BWWC).

To make enquiries or exercise any of your rights as set out in this Privacy Policy, please contact [info@grantarmshotel.com](mailto:info@grantarmshotel.com).

If we are requested to provide any information to assist with law enforcement enquiries, we will do so.

### The information we hold:

The information we gather online about individuals is limited to name and email address. If you wish to email us via the 'Contact Us' button, we will ask for additional information including your telephone number. You should not include any personal information in these emails.

To manage your stay at the Grant Arms Hotel, we will collect personal information such as your home address, payment details and any special dietary requirements. If you provide us with information about your health we will also record this.

We will only use this for the purpose specified when you gave us your information and it will not be passed to any third party, other than to fulfil your request where relevant.

If you sign-in to our free Wi-Fi network, we will not be able track any online activity you conduct whilst on the network e.g. we cannot see any of the websites you visit and neither will we have access to any personal information you give to those websites.

If you would like to feedback any information about your stay at the Grant Arms Hotel, we will publish your name if we show your views on our website.

### Lawful Basis

Under the GDPR we can only process your personal information if there is a lawful basis for us to do so. We use either contract, consent or legitimate interests bases as follows:

- To process your BWWC or Grant Arms Hotel booking we process your information to perform the contract.
- If you provide any information about dietary requirements or health issues relevant to your stay, you are giving your consent for us to process it for that purpose.
- To send you our regular copy of our newsletter, The Watcher, we have your consent. Each email gives you the opportunity to withdraw your consent (unsubscribe) from receiving the email.
- To send emails regarding offers for the Grant Arms Hotel, we have your consent.

We will not pass your personal information to anyone outside of BWWC Ltd unless you have asked us to or if we are required to do so by any legal order.

We will retain your personal information for record keeping purposes but will ensure that it is not kept longer than is necessary. Some records may be retained indefinitely where we have a legitimate reason to do so such as for financial auditing.

No information about you is processed outside of the EU.

We do not use any automated decision making processes.

There is no statutory or contractual obligation on you to supply any personal data to us.

## [Cookie Policy](#)

### **About Cookies**

Cookies are small text files that are placed on your computer (or other device you use to access the internet) by the websites that you visit, or companies that advertise on them. We use the term 'cookie' to refer to cookies and other types of file (including pixel tags), all of which are slightly different, but do a similar function. There are many different types of cookies, which differ in terms of how intrusive they are to your browsing experience. You can learn about cookies and how to control them at [www.aboutcookies.org](http://www.aboutcookies.org). The main types are:

- Strictly necessary cookies - These cookies are essential in order to enable you to move around the website and use its features.
- Performance Cookies - These cookies collect information about how visitors use a website, for instance which pages visitors go to most often.
- Functionality Cookies - These cookies allow the website to remember choices you make, such as your user name, language or the region you are in, and provide enhanced, more personal features.
- Targeting or Advertising Cookies - These cookies are used to deliver adverts more relevant to you and your interests. They will track you as you browse the internet.

### **BWWC Use of Cookies**

We do not apply any cookies to the Sites as we do not track users' activity around the site.

### **Other sites**

This Privacy and Cookie Policy applies to the Sites only. We do not exercise control over third party sites displayed when you have clicked through from the Sites. These third party sites may place their own cookies or other files on your computer, collect data or collect personal information from you. In particular, if you come to the Sites via Trip Advisor ([tripadvisor.co.uk](http://tripadvisor.co.uk)), or if you leave a review on Trip Advisor, they may place a cookie on your device

You have the right to opt-out of the use of cookies. You will need to do this at browser level, or not use our website. If you disable cookies at browser level, some functions of the site will not work correctly.

### **Telephone calls**

We may record telephone conversations to offer you additional security, resolve complaints and improve our service standards. Conversations may also be monitored for staff training purposes.

**Last updated:** 24 May 2018