

This privacy notice applies to all personal information processing activities carried out by Shenval Bed and Breakfast, 1 Shenval, Glenurquhart, Inverness-shire IV63 6TW.

Shenval Bed and Breakfast is a data controller in respect of the personal information that we process in connection with our business. In this notice, references to “we”, “us” or “our” are references to Shenval Bed and Breakfast

The purpose of this privacy notice is to explain how we collect, use and protect personal information in connection with our business. We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified then you can be assured that it will only be used in accordance with this privacy notice.

This notice is effective from 21st May 2018. We may update our privacy notice from time to time and we would encourage you to visit this page regularly to stay informed of the purposes for which we process your information and your rights to control it.

What we collect

We collect and process various categories of personal information at the start of, and for the duration of, your relationship with us. We will limit the collection and processing of information to information that you give us and information that we learn through our relationship with you that is necessary to facilitate our business relationship.

We may collect the following information:

- name
- address information for delivery and invoice purposes
- contact information including email address, telephone number, fax number & mobile telephone number
- demographic information such as location and preferences
- other information relevant to specific customer surveys and/or offers

What we do with the information we gather

We may process your information where it is in our legitimate interest to do so and without prejudicing your interests or rights and freedoms. We may process this information to understand your needs, to provide you with products and services and for the following reasons:

- In the day-to-day running of our business, in ensuring that our processes and systems operate effectively and that we comply with legal obligations applicable to us
- We may use your information to improve our products and services
- We may use your information to periodically send mail and email about new products and services, offers or other information
- From time to time we may also use your information to contact you for market research purposes
- We may use your information to customise our website

How long we keep your information

By providing you with products and services, we create and manage customer account records that contain your information. Retention periods may be changed from time to time based on business or legal requirements, however we normally keep customer account records for up to six years after your relationship with us ends.

Sharing with third parties

We will not share your personal information with anybody outside Shenval Bed and Breakfast unless we have your permission or we are required by law to do so.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information that we collect.

How we use cookies on our website

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our website, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy notice. You should exercise caution and look at the privacy notice applicable to the website in question.

Controlling your personal information using our website

When using our website to provide us with certain information you may choose to restrict the use of your personal information in the following ways:

- whenever you are asked to fill in a form on our website, look for the box that you can click to indicate that you do not want the information to be used for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at info@shenval-welcome.co.uk.

Your rights

We want to make sure that you are aware of your rights in relation to the personal information that we hold about you. You have the right to be informed, the right of access, the right to rectification, the right to erasure, the right to restrict processing, the right to data portability, the right to object and the right not to be subject to automated decision-making including profiling.

Please note that in some cases, if you do not agree to the way we process your information, it may not be possible for us to continue to operate your account and/or provide certain products and services to you.

Should you wish to exercise any of these rights or if you wish to make a complaint, please write to Shenval Bed and Breakfast, 1 Shenval, Glenurquhart, Inverness-shire IV63 6TW.

If you think that there is a problem with the way that we are handling your personal information you can contact the Information Commissioner's Office (ICO). For more information, visit ico.org.uk