

**At the Hoste (referred to as ‘BnB Leisure’, ‘the Company’, ‘we’ or ‘us’), we respect your privacy and do all we can to protect it whilst still giving you the best services we can.**

**This Data Protection Notice regulates the collection, processing and utilisation of the personal data we amass from our website(s). Whilst handling this personal data, the Company adheres by the legal data protection regulations, and the principles set out below:**

### **Data Avoidance and Minimisation**

We will collect, process and use as little data as possible, and we will only keep this information for as long as is necessary. For example, any medical forms filled out in the Hoste Beauty Spa will be confidentially shredded <three> months after your last treatment.

### **Personal Data and Consent**

We will only collect, process and use your personal data if substantiating, implementing or terminating a contractual customer relationship, or if you have requested and/or given prior consent for us to do so. Your personal data will only be used for the purpose for which you gave your consent. This means, for example, that we will not send you any marketing for our services etc. if we have not gained your prior consent. You may request for us to delete your personal data at any point by emailing [reservations@thehoste.com](mailto:reservations@thehoste.com), and on receipt of your request your data will be permanently deleted from our system.

### **Automatically Generated Data**

In the course of using our website(s), certain data may be automatically logged/processed. We may collect information such as your IP address which pages of our website(s) you visited and similar, in order to collect broad demographic information, to help diagnose problems with our server and to identify any improvements needed to the content of our website. We may occasionally use analytics websites (such as Google Analytics) or cookies (small pieces of information stored by your browser on your computer’s hard drive) to collect this type of information. All of the above is carried out anonymously, meaning that it is impossible to identify any individual from the data collected.

### **Controllers of Personal Information**

Any personal information gathered by [www.thehoste.com](http://www.thehoste.com) is controlled by BnB Leisure, The Hoste, 14 Market Place, Burnham Market, North Norfolk, PE31 8HD.

### **What We Store and How We Use it**

We at the Hoste will only collect information submitted on forms for the purpose which you, the customer, intended it for. This information is used by The Hoste Hotel and Beauty Spa only. When you request to subscribe to our newsletters, we collect your full name, title, email address and postal address. This is used to send you information, promotional offers and updates on our services.

If you apply for a job opportunity with us by emailing [hr@thehoste.com](mailto:hr@thehoste.com), any data you submit will be held by us and processed through recruitment. We will use these details to enable us to assess your suitability for the job role and to contact you with regards to your application. If unsuccessful, any information held on you by us will be deleted. This includes CVs, emails, application forms, and any other medium by which you applied.

We will delete your personal data when the business objective or transaction has been fulfilled, when the relevant data protection regulations call for us to do so, or when you request us to delete your personal data. If you make a room or restaurant reservation, on completion of this transaction, you will be asked if you are happy for us to continue storing your information. This allows us to tailor any further reservations to your personal tastes and requirements. This may involve us holding information on any allergies, your birthday, whether you have a table/room preference, and so forth.

## **Outside/Third Parties**

We may disclose your personal information to third-party service providers for the purpose of providing services to you. This may include services such as using the online booking engine, and the collection of email addresses on a third-party website (e.g. Mailchimp) for mass e-marketing purposes.

## **Security**

The security of any personal information held by BnB Leisure is of utmost importance to us. The website and the Company as a whole has security measures in place to protect our customers against the loss, misuse and alteration of any data under our control.

## **Access Rights and Requests**

All individuals have the right to see what personal information/data is held about them. Subject access requests must be submitted in writing to The Hoste by contacting [reservations@thehoste.com](mailto:reservations@thehoste.com). You can object to The Hoste processing your personal information/data if it is likely to cause, or is causing you, damage or distress. Such a request must be made in writing and you must give details of why the processing of your information/data is having this effect.

If your personal details change, please help up to keep your information/data up to date by contacting us at [reservations@thehoste.com](mailto:reservations@thehoste.com). This Privacy Statement may be reviewed when required and where appropriate.

## **Changes to Privacy Policy**

We, BnB Leisure, will constantly adapt and update our Privacy Policy to ensure that we are fully compliant with Data Protection Laws and Regulations. If we do so, the revised privacy statement will be available on our website. By continuing to use our website you will be deemed to have accepted such changes.

## **Contact**

If you have any questions regarding the collection, utilisation, and processing of your personal data, please contact us on 01328 738777 or by emailing [reservations@thehoste.com](mailto:reservations@thehoste.com)

The Hoste, Luxury Hotel and Beauty Spa

The Green, Burnham Market, Norfolk, PE31 8HD

T: +44 (0) 1328 738777

W: [www.thehoste.com](http://www.thehoste.com)