

PRIVACY POLICY

Who we are

At Dunkery Beacon Country House we are committed to maintaining the trust and confidence of the visitors to our web site. In particular, we want you to know that Dunkery Beacon Country House is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. In this Privacy Policy, we cover detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Types of data we collect

Website Cookies

A cookie is a small amount of data that is placed in the browser of your computer or on your mobile device. First-party cookies are cookies which are served by the entity operating the domain through which the cookie is served. Dunkery Beacon Country Houses's own cookies are therefore first-party cookies. We do not allow others to serve cookies through the Dunkery Beacon Country House website.

We try to give our users an advanced and user-friendly website in accordance with their needs and wishes. To achieve this, our website only uses the following types of cookie:

- **Technical cookies:** We use technical cookies to show you our website and to enable it to function correctly. These technical cookies are absolutely necessary for our website to function properly.
- **Analytics cookies:** We use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

What are your choices?

To learn more about cookies and how to manage or delete them, you can visit allaboutcookies.org. In the settings for browsers such as Internet Explorer, Safari, Firefox or Chrome, you can choose which cookies to accept and which to reject. Where you can find these settings depends on which browser you use. Use the Help section of your browser to locate the settings you need.

If you choose not to accept certain technical and/or functional cookies, you may not be able to use some functions on our website.

- *Analytics. In order to control the collection of data for analytical purposes through Google Analytics from certain browser types, you may want to visit the following link: [Google Analytics Opt-out Browser Add-on](#) (only for desktop).*

Wifi

When you use Dunkery Beacon Country House's Wi-Fi we do not collect any data about your device, the volume of data you use or the websites/applications which you may access.

Mailing Lists

Guests can choose to opt in to receiving mailings from us and/or third party companies as part of the booking process via our online booking engine, eviivo. Any personal details entered during the booking process are submitted via secure pages and payment details are processed using the highest level of payment security which is Level 1 PCI Compliance. Once a guest has clicked through to the eviivo portal, eviivo's own privacy policy becomes applicable. For more information please see [eviivo's privacy policy](#)

As part of the booking process through our website, guests can opt in to receiving mailings from us and/or third party companies. In these cases, we will add the name and email address of the booker into our MailChimp account.

As part of the registration process for our monthly e-newsletter, we collect personal information. We use that information for a couple of reasons: to tell you about news/offers that you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are correct and to check every now and then that you're happy and satisfied. We do not rent or trade email lists with other organisations and businesses.

We use a third-party provider, MailChimp, to deliver our newsletter and our PR company, [Porcupine PR](#), to access our subscriber list (which comprises of names and email addresses) for the sole purpose of collating the newsletter and sending the campaign through MailChimp. Porcupine PR do not have access to this data for any other purpose. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#). You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing our data protection officer, Jane Bradley, at info@dunkerybeaconaccommodation.co.uk

Reservation Data

When you make a booking through our website, the personal details entered during the booking process are submitted via secure pages to eviivo (our online booking engine partner) and payment details are held/processed by them using the highest level of payment security which is Level 1 PCI Compliance. Once a guest has clicked through to the eviivo portal, eviivo's own privacy policy becomes applicable. For more information please see [eviivo's privacy policy](#)

Communications

Dunkery Beacon Country House also uses personal details to send necessary emails about reservations. These necessary communications to the designated contact persons include, reservation confirmations, reservation cancellations and follow-ups to bookers' queries/requests which may have been made in the first instance via telephone, email or via the online Enquiry form. Subscribers to the monthly e-newsletter will also receive information about offers or forthcoming events. Note, all communications sent or received from Dunkery Beacon Country House's email addresses will be stored by Dunkery Beacon Country House.

Security

In accordance with European data protection laws, we observe reasonable procedures to prevent unauthorised access and the misuse of personal information. We use appropriate business systems and procedures to protect and safeguard any personal information given to us. We also use security procedures and technical and physical restrictions for accessing and using the personal information on our servers. Only authorised personnel are permitted to access personal information in the course of their work.

Access to your personal information

You always have the right to review the personal information we keep about you. You can request an overview of your personal data by emailing the Data Protection Officer, Jane Bradley, using the email address stated below. Please write "Request personal information" in the subject line of your email.

You can also contact us if you believe that the personal information we have for you is incorrect, if you believe that we are no longer entitled to use your personal data, or if you have any other questions about how your personal information is used or about this Privacy Statement. Please email or write to the Data Protection Officer, Jane Bradley, using the contact details listed below. We will handle your request in accordance with the applicable Data Protection law.

info@dunkerybeaconaccommodation.co.uk

Changes to this Privacy Notice

This Privacy Policy was reviewed on 2nd May 2018 and will be reviewed annually unless circumstances or the Law changes necessitating an additional review following the change.