

# The Haven Privacy Policy

## Introduction

We at The Haven understand that guests care about the use and storage of their personal information and we value your trust in allowing us to do this in a careful and sensible manner. We have created this privacy policy statement in order to demonstrate our commitment to the privacy of our guests.

By staying with us at The Haven or enquiring about our accommodation, you are acknowledging that we are processing your personal information and, where necessary consenting to such practices, as outlined in this statement.

## Personal information which we collect

We collect personal information about you (and others if their personal information is provided by you) when you:

- (a) make or manage a booking;
- (b) request information about the accommodation;
- (c) raise a complaint or dispute with us or are involved in a legally recordable incident at our premises (e.g. in relation to health and safety reporting).

The personal information collected in the above manner may include the following about you (and others if their personal information is provided by you):

- (a) full name;
- (b) postal address;
- (c) email address;
- (d) telephone number;
- (e) payment details.

## How we use your information

We will collect personal information:

**1)** in order to take the necessary steps in preparation of, or to fulfill our obligations under, a booking contract:

**a) Bookings and payments** – provide communications about bookings, and services being provided to you (and others if their personal information is provided by you);

**b) Bookings and account updates** – send details of new, amended or cancelled bookings, usually via email;

**c) Update you on matters affecting your booking** – contact you (and others if their personal information is provided by you) in the event of a change that affects a booking or any data or personal information you have provided us with, such as changes to terms and conditions of booking or this privacy policy;

**d) Customer service communication** – provide you with requested information or correspondence, or a response from us to an enquiry made by you;

**e) To provide assistance in completing bookings** – send reminder emails

**2) with your consent:**

**a) Simplify payment process** – use saved payment cards when booking direct so that, upon making the balance payment or future bookings, you have the convenient option of selecting a previously saved card in order to pay. This information is only used / accessed when you use your saved card to pay for a booking;

**3) in order to meet our legal obligations:**

**a) Taxation** – ensure we meet our tax and other regulatory obligations;

**b) Registration** – ensure local jurisdiction regulations are complied with (where registration is necessary in such jurisdictions).

## Marketing

We do not use your details for marketing purposes and we do not pass your details on to any third parties.

## How long we will keep your personal information

We retain your information for a range of purposes which determine the period of time for which we need to keep such information.

We will remove your data from our systems at the end of a reasonable data retention period, unless we are required by current or future law to retain your personal information for a longer period.

## Our approach to information security

To protect your information, The Haven have procedures in place to make sure that only authorised personnel can access the information, that information is handled and stored in a secure and sensible manner and all systems that can access the information have proportionate and reasonable security measures in place.

While we take commercially reasonable measures to ensure the safety and security of your data, due to the inherent risks with the Internet, we are unable to warranty the absolute security of your data when using our services.

## Your rights

In order to process any of the requests listed below, we may need to verify your identity for your security. In such cases your response will be necessary for you to exercise this right.

### **The right to access information we hold about you**

At any point you can contact us to request details concerning the information we hold about you, why we have that information, who has access to the information and where we got the information. In most cases you may be entitled to copies of the information we hold concerning you. Once we have received your request we will respond within 30 days.

### **The right to correct and update the information we hold about you**

If the data we hold about you is out of date, incomplete or incorrect, you can inform us and we will ensure that it is updated.

### **The right to have your information erased**

If you feel that we should no longer be using your data or that we are illegally using your data, you can request that we erase the data we hold. When we receive your request, we will confirm whether the data has been deleted or tell you the reason why it cannot be deleted.

### **The right to object to processing of your data**

You have the right to request that The Haven stops processing your data. Upon receiving the request, we will contact you to tell you if we are able to comply or if we have legitimate grounds to continue. If data is no longer processed, we may continue to hold your data to comply with your other rights.

### **The right to data portability**

You have the right to request that we transfer your data to another controller. Once we have received your request, we will comply where it is feasible to do so.

### **The right to complain**

You can make a complaint to us by contacting us via email

## Consent

In those cases where we need your consent to process your information, we will ask you to make a positive indication (e.g. to tick a box or insert your contact details on the relevant form or web page requiring consent). By actively providing us with your consent, you are stating that you have been informed as to the type of personal information that will be processed, the reasons for such processing, how it will be used, for how long it will be kept, who else will have access to it and what your rights are as a data subject and that you have read and understood this privacy policy.

## Sharing your information

The information and data we collect is important for The Haven and we understand that you care about the use and storage of your personal information we value your trust in allowing us to do this. We would not want to share this with anyone else unless we have your express consent, we will never disclose, rent, trade or sell your personal information to any third parties for their marketing purposes.

In the event that The Haven is sold to or integrated with another business, we may disclose your personal information to the new owners (and their professional advisers on the transaction) to be used by the new owners in the same ways as set out in this privacy policy, including to continue providing you with the same services as are currently provided by us.

## Contact details

If you have any queries about this policy, need further information or wish to lodge a complaint please contact us via our website [www.merlinhaven.com](http://www.merlinhaven.com).

## Changes to this Privacy Policy

We may change this policy from time to time. You should check this policy occasionally to ensure that you are aware of the most recent version that will apply each time you access the website.