



THE LIGHTHOUSE

PRIVACY POLICY

The Lighthouse takes the responsibility for managing the personal information you provide to us via our website, email and third party bookings systems very seriously. We are committed to ensuring your privacy is protected and is compliant with the General Data Protection Regulations (GDPR) and the Data Protection Act of 1998 as set out for the United Kingdom and the European Union. This Policy explains how, when and why we collect your personal information whenever you enquire about or purchase any of the services offered by The Lighthouse and how it applies to these regulations. If you are accessing any of our services from another country, the commitment to uphold these regulations still apply.

1. WHO WE ARE

LIGHTHOUSE PROPERTY ESTATES LTD is a Limited Company registered in England & Wales No. 05876904.

Our registered office and place of business is located at The Lighthouse, Tytherington, Frome, BA11 5BW and we can be contacted on 01373 453585. You can also find us on our website www.lighthouse-uk.com.

Our Data Protection Officer is Rowena Stewart, and she can be contacted at reception@lighthouse-uk.com.

2. THE INFORMATION WE COLLECT

We only collect information that you have provided to The Lighthouse about yourself for the purposes of enquiring about and/or acquiring our accommodation and event services.

As a customer of The Lighthouse you may provide us with:

- a) Contact Information such as name, email address and telephone number
- b) Location
- c) Other information required to reserve and/or purchase any aspect of our accommodation or event services as deemed necessary and reasonable.

The Lighthouse
4 Star Guest House and Multipurpose Events Facility

Tytherington, Frome BA11 5BW 44+ (0)1373 453585
reception@lighthouse-uk.com www.lighthouse-uk.com

To process your information for the purposes described in this policy, we rely on the following legal basis:

- Performance of a contract. The storage of your information may be necessary to perform the contract that you have with The Lighthouse in relation to the purchases you may make.
- Legitimate Interests. We may use your information for our legitimate interests such as for administrative, fraud detection and legal purposes.

3. COMPLIANCE WITH DATA PROTECTION LAWS

We will only disclose your personal information without your consent where required to do so by law or subpoena or if we believe that such action is necessary to comply with the law or the reasonable requests of law enforcement agencies in line with current legislation.

4. HOW WE USE THE INFORMATION YOU PROVIDE

Generally we will gather the information you provide us with to enable us to process your reservation or book an event.

In respect of the website, we may also use anonymous IP address information as part of our website analytics (Google Analytics, Booking.com Analytics and Trip Advisor Analytics) however this information is not traceable to an individual. The purpose in collecting this information is to better understand how you use our website.

Our company website is hosted on the Weebly.com platform. Weebly.com provides us with the online platform that allows us to manage our services to you. Your data may be stored through Weebly.com's data storage, databases and the general Weebly.com applications. They store your data on secure servers behind a firewall.

We may use the information provided to us for:

1. Internal analytics and Service Improvements
2. Sending periodic Newsletters with information about The Lighthouse and its services that you consented to receive
3. Internal record keeping

4. JOINT CONTROLLERS

In the context of providing booking software to our customers to facilitate online bookings, The Lighthouse together with the software provider, Free to Book, will together operate as joint data controllers for the processing of your personal data.

5. DATA RETENTION

We will retain the information you provide us no longer than is necessary. If you have stayed at The Lighthouse your information will be kept for two (2) years, in accordance with The Lighthouse's legal obligations.

If you unsubscribe from our Newsletter, we will remove your details from our list immediately. You can unsubscribe from our newsletter by using the "Un-subscribe" function at the bottom of every newsletter. You can also send a request by email to: reception@lighthouse-uk.com with the word "Unsubscribe" in the subject box.

6. SECURITY

The security of your personal information is of the utmost importance to us, and we have robust procedures in place to prevent unauthorized access.

Credit and Debit Card data provided by you through our website, via third party booking agents and other channels is automatically encrypted and stored in compliance with the current Payment Card Industry Data Security Standard Level 1 compliant payment gateway providers on our web based reservations platform. It is deleted seven (7) days after the expiry date of the service purchased by you.

Correspondence that is received in the post or printed out is stored in locked drawers or a locked storage area and we encourage a clear desk policy. Any devices through which personal information storage is accessed, are password protected and effective security software enabled. Electronic devices time out automatically and all devices are password protected when left unattended.

In the unlikely event of a data breach that affects your personal information we will advise you within 72 hours.

7. REVIEWS

You may be asked to send feedback after your stay to support The Lighthouse to further improve our services. Your email address will be used for this purpose. If you complete a review it may be posted on our website, Facebook page, Trip Advisor page, Twitter and/or Google Plus. However, no identifying details will ever be attached to a review posting.

8. LINKS TO OTHER SITES

Our website may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

9. CHILDREN'S INFORMATION

We do not knowingly collect personally identifiable information from children under 13 years of age. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us. If we discover that a child under the age of 13 has provided us with personal information, we will delete such information from our servers and systems immediately.

10. HOW TO CONTROL YOUR PERSONAL INFORMATION

We will not sell or transfer your information to any third parties. We will regularly review the information that we hold about you, but should you feel that any information we hold about you is incorrect or incomplete please email reception@lighthouse-uk.com and we will correct it.

When completing a web form on The Lighthouse's website or when receiving a Newsletter from us, you can tick an 'opt in' box to indicate that you wish your information to be used for any marketing purposes. You can also choose to 'opt in' by emailing reception@lighthouse-uk.com

All marketing material will contain an "Opt Out" option, simply select the option to remove your information and your request will be updated.

We are committed to acting promptly and respectfully to any request you have to view, amend or delete any personal information we hold about you, and equally any request to join or withdraw from any mailing lists we manage. We will aim to meet this request within five days.

11. SUMMARY

We will protect your personal information. In order to prevent unauthorized access or disclosure we have put in place robust physical, electronic and managerial procedures to safeguard and secure the information we collect both online and offline.

We review our Privacy Policy regularly and any updates will be posted on this page and in relevant policy communications.

For any questions, concerns or complaints about how we process your information please contact us. If you are unhappy with our response or if you need any advice you should contact the Information Commissioner's Office (ICO) www.ico.org.uk

Rowena Stewart, our Data Protection Officer for Lighthouse Property Estates Ltd

Email: reception@lighthouse-uk.com

Phone: 01373 453585

Post: The Lighthouse, Tytherington, Frome, Somerset, BA11 5BW UK