

PRIVACY POLICY

We believe that your privacy is important and have created this Privacy Policy to explain how we are working to comply with legislation in this area.

By providing us with your personal data, whether through our website or otherwise, you consent, agree and accept that we, as well as our respective representatives and/or agents may collect, use, disclose and share among ourselves your personal data as described in this policy.

ICO REGISTRATION DETAILS

Data Controller Name: Hotel Noir Limited

Registration Number: ZA329613

Date Registered: 22nd March 2018

WHAT INFORMATION DO WE COLLECT ABOUT YOU?

We collect information about you when:

- you register with us on our website, or
- you commence or complete an online transaction to stay with us, or
- you contact our reservations team to make a booking or
- you when you sign up to our Friends of Noir (“Friends”) programme, or
- subscribe to any of our marketing communications, or
- complete our voluntary customer surveys, or
- enter our competitions, or
- provide feedback.

Some of the information we collect may be classed as personal data, that is, it is information about an individual who can be identified from it. It may be collected any time you submit it to us, whatever the reason may be.

In doing business with you, typically we will collect:

- Full or partial contact details including names and addresses (including business details if you are making a corporate booking), telephone and email details.
- If you have special requirements, then it may also be necessary to collect details about diet or disability or any other preferences that you may have.
- Car parking arrangements may also make it necessary for us to collect your car registration number during your visit to us.
- We collect payment card information from you should you choose to use this form of payment for purchasing or guaranteeing use of our products and services.
- From our overseas guests we may also collect passport details.

If you provide us with any personal data relating to any third party (e.g. information about your spouse, children, employees or colleagues) for particular

purposes, by submitting such information to us, you warrant and represent to us that you have obtained the consent of such third party to provide us with their personal data for the respective purposes.

We also have CCTV installed in certain of our public areas and particularly around entrances and exits; this is for the purposes of prevention and detection of crime and employee monitoring.

HOW WE USE THE INFORMATION ABOUT YOU?

We use the information we collect about you to process your bookings, answer your queries, meet your requirements during your stay and administer our Friends loyalty programme. With your consent, we may contact you via email about other related products and services we provide which we think may be of interest to you.

We may use your information to meet and comply with any applicable rules, laws, regulations, codes of practice or guidelines issued by any legal or regulatory body which are binding on us; and for purposes which are reasonably related to the aforesaid.

DATA SHARING

We do not, and never will, share your data with any third parties.

The only exception to this would be if we were required to disclose personal data by law.

PAYMENT SECURITY

We are compliant with relevant PCIDSS legislation which ensures all your financial data is processed and stored correctly.

When you book online, your data is processed via [Siteminder](#) - you can see their website for details on their policies [here](#).

Your card details are not charged online - the data is submitted to our reservation team who process it, according to our standard policies, in house.

Although we take reasonable care to keep your personal data secure, we cannot be held liable for any loss you may suffer from unauthorised access provided to our website.

WI-FI

Our guest Wi-Fi service is provided free of charge and with no sign-up details - we do not collect any data from this service. However, the way the internet provider may handle and use your personal information related to the use of their services is governed by their policies and is outside our control.

Whilst we take reasonable, appropriate, technical and organisational measures to safeguard the personal data that you provide to us, no transmission over the internet can ever be totally guaranteed secure. Consequently, please be aware that we cannot guarantee the complete security of any personal data that you transfer over the internet to us whilst in transit. Sending such information is entirely at your own risk.

MARKETING

We would like to send you information about our products and services. If you have consented to receive our marketing, you may opt out at any time.

You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted, you can unsubscribe by any of the following methods:

- selecting the UNSUBSCRIBE link included in our emails or on our website;
- emailing us on stay@hotelnoir.co.uk with the word UNSUBSCRIBE in the subject line.

We will remove your data from our marketing database within 2 working days.

ACCESSING AND AMENDING YOUR PERSONAL INFORMATION

You have a right to access a copy of the information which we hold about you. If you would like to do this, please email us at stay@hotelnoir.co.uk or write to us at the following address. We reserve the right to make a small charge for these requests as per the terms of the Data Protection Act.

Hotel Noir
3-5 Clifton Green
York
United Kingdom
YO30 6LH

If you withdraw your consent to any or all use of your personal data, depending upon the nature of your request, we may not be able to provide or continue providing our products and services to you, or administer any contractual relationship already in place. You understand and agree that in such instances where we require your personal data to fulfil a contractual obligation to you and you withdraw your consent to collect, use or disclose the relevant personal data for those purposes, we cannot be held liable for breach of that agreement. Our legal rights and remedies in such event are expressly reserved.

RETENTION OF INFORMATION

Your personal data will be retained for as long as it is necessary to fulfil the purpose for which it is collected or for business or legal purposes, or in accordance with applicable laws.

Should you choose to unsubscribe from our mailing list, please note that your personal data may still be retained on our database to the extent permitted by law.

COOKIES

Our site runs Google Analytics and has the appropriate cookie consent widget. Hotel Noir do not store or process any data other than that provided by you on any voluntary feedback and review forms, and our Friends sign up.

LINKS TO OTHER WEBSITES

This privacy policy applies solely to information collected by Hotel Noir Limited. Our website may contain links to external sites, operated by other owners and third parties, over which we have no control. Any access to such other sites or pages is therefore entirely at your own risk. We are not responsible for the data protection policies (including personal data protection and cookies), content or security of any third party websites linked to or from our website.

CHANGES TO OUR PRIVACY POLICY

We will endeavour to keep our privacy policy updated at all times.

ALL QUERIES

Please email us at stay@hotelnoir.co.uk at any time