



Charlotte House Hotel Lincoln

Your privacy is very important to us. Accordingly, we have developed this policy in order for you to understand how we collect, use, communicate, disclose and make use of personal information.

What is the perps of this notice?

To describe how we collect and use personal data about you, in accordance with the General Data Protection Regulation (GDPR).

What we need

Charlotte House will be what is known as the “controller” of the personal data you provide to us. We only collect basic personal data about you such as your name, address, e-mail, telephone number and financial information including, where relevant, bank details for payment purposes. This does not include any special categories of personal information about you (known as Special Category Data).

Why we need it

We need to know your basic personal data in order to meet our statutory, legal and contractual obligations, provide goods and services to you, process your orders, and provide you with marketing information if you as a customer have given us consent to tell you about our products and services. We will not collect any personal data from you that we do not need in order to provide and oversee these services to you.

What we do with it

We only ever use your personal data with your consent, or where it is necessary:

- To enter into, or perform, a contract with you
- To comply with a legal duty
- To protect your vital interests
- For our own (or a third party’s lawful interests, provided your rights do not override these

In any event, we will only use your information for the purpose or purposes it was collected for (or for closely related purposes).

We may process personal information for certain legitimate business purposes, which include some or all of the following:

- Where the processing enables us to enhance, modify, personalise or otherwise improve our services/communications for the benefit of our customers

- To identify and prevent fraud
- To enhance the security of our network and information systems
- To better understand how people interact with our websites
- To provide postal/email/phone communications which we think will be of interest to you
- To determine the effectiveness of promotional campaigns and advertising

Whenever we process data for these purposes, we will ensure that we always keep your personal data rights in high regard and take account of these rights at all times. We will also comply with your stated marketing preferences.

When we process your personal data for our legitimate interests, we will make sure that we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate business interests do not automatically override your interests - we will not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You have the right to object to this processing if you wish. Please bear in mind that if you object, this may affect our ability to carry out tasks for your benefit.

Where we keep it

We are based in the UK and we store our data within the EU. Some organisations which provide services to us may transfer personal data outside of the EU, but we will only allow them to do if your data is adequately protected.

How long we keep it

We will only use and store information for as long as it is required for the purposes it was collected for. How long information will be stored for depends on the information in questions and what it is being used for. For example, if you ask us not to send you any marketing e-mails, we will stop storing your e-mail address for marketing purposes (though we will keep a record of your preferences not to be e-mailed).

We continually review what information we hold and delete what is no longer required. We never store payment card information. We will not retain your data for any longer than necessary and the longest time that we will hold your data will be for six years.

What are your rights?

We want to ensure that you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- The right to confirmation as to whether we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as data subject access request)
- The right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- The right to have inaccurate data rectified
- The right to object your data being used for marketing and profiling
- Where technically feasible, you have the right to personal data you have provided to us which we automatically process based on your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you wish to raise a complaint on how we have handled your personal data, you can contact Chris Mason, Data Protection Officer, Kelham Hall & Country Park, Main Road, Kelham, Newark, Nottinghamshire, NG23 5QX, who will investigate the matter.

If you are not satisfied with our responses or believe we are processing your personal data not in accordance with the law, you can complain to the Information Commissioners Office, the UK supervisory authority for data protection issues.

Cookie Policy

Cookies are small text files that are placed on your computer by the websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. The use of cookies is now standard for most websites. If you are uncomfortable with the use of cookies, you can manage and control them through your browser, including removing cookies by deleting them from your 'browser history' (cache) when you leave this site.

Types of cookie:

- 'Session' cookies remain in your browser during your browser session only, ie until you leave the website
- 'Persistent' cookies remain in your browser after the session (unless deleted by you)
- 'Performance cookies collect information about your use of the website, such as webpages listed and any error messages; they do not collect personally identified information, and the information collected is aggregated such that it is anonymous. Performance cookies are used to improve how a website works
- 'Functionality' cookies allow the website to remember any choices you make about the website (such as changes to text size, customised pages) or enable services such as commenting on a blog

Use of cookies by Charlotte House: The following table explains the way in which we use cookies on this website.

Name	Type	Duration	Purpose	Notes	Used with
_ga	3rd Party	2 yrs	Persistent	Used to distinguish user	Google Analytics
_gat	3rd Party	10 mins	Persistent	Used to limit the request rate and limit data collection in high traffic websites	Google Analytics
_utma	3rd Party	2 yrs	Persistent	Records the number of visits (for each visitor), the time of the first visit, the previous visit and the current visit	Google Analytics

Name	Type	Duration	Purpose	Notes	Used with
_utmb _utmc	3rd Party	_utmb 30 mins _utmc Session	Persistent	Cookie (_utmb) and session cookie (_utmc) used to approximately verify how long visitors remain in the site, when a visit starts and when it ends approx	Google Analytics
_utmz	3rd Party	6 months	Persistent	Cookie which records if the visitor has arrived on our website from a search engine (and if so, from which keyword), from a link or from no previous page (for instance, a bookmark)	Google Analytics

Name	Type	Duration	Purpose	Notes	Used with
NID	3rd Party	6 Months	Targeting	Controls the functioning of dynamoic maps. It controls various unique identifiers, but not all details are known	Google Maps
PREF	3rd Party	2 Yrs	Targeting	Controls various unique identifiers, but not all details are known	Google Maps
APISID	3rd Party	Session	Targeting	Controls the functioning of dynamic map. It controls various unique identifiers but not all details are known	Google Maps
HSID	3rd Party	Session	Targeting	Controls various unique identifiers, but not all details are known	Google Maps

Name	Type	Duration	Purpose	Notes	Used with
SAPISID	3rd Party	Session	Targeting	Controls various unique identifiers, but not all details are known	Google Maps
SID	3rd Party	Session	Targeting	Controls various unique identifiers, but not all details are known	Google Maps
SSID	3rd Party	Session	Targeting	Controls various unique identifiers, but not all details are known	Google Maps
Name	Type	Duration	Purpose	Notes	Used with
AKDC	3rd Party	30 mins	Technical	Required for the functioning of the shopping cart if used but note that the 'Create' shopping basket is innovative in that it does not set cookies at all	PayPal