#

# Fir Tree Bed & Breakfast Privacy Policy Notice

**The policy:** This privacy policy notice is served by Fir Tree Bed & Breakfast at Galvelbeg House & Galvelbeg House, Perth Road, Crieff. PH7 3EQ under the website; [www.firtreebnb.co.uk](http://www.firtreebnb.co.uk) The purpose of this policy is to explain to you how we control, process, handle and protect your personal information through the business and while you browse or use this website. If you do not agree to the following policy you may wish to cease viewing / using this website, and or refrain from submitting your personal data to us.

**Policy key definitions:**

* "I", "our", "us", or "we" refer to the business, Fir Tree B&B at Galvelbeg House, Perth Road, Crieff PH7 3EQ.
* "you", "the user", “guest” refer to the person(s) using this website.
* GDPR means General Data Protection Act.
* PECR means Privacy & Electronic Communications Regulation.
* ICO means Information Commissioner's Office.
* Cookies mean small files stored on a users computer or device.

**Key principles of GDPR:**

Fir Tree B&B privacy policy embodies the following six principles set out in the legislation. In brief, personal data should be:

• processed lawfully, fairly and in a transparent manner in relation to individuals;

• collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;

• adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;

• accurate and, where necessary, kept up to date

• kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed;

• processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

## Processing of your personal data

Under the GDPR (General Data Protection Regulation) we control and / or process any personal information about you electronically using the following lawful bases.

* We are registered with the ICO under the Data Protection Register, our registration number is: ICO: 00019283172

**Lawful basis: Legal obligation**
Where our purpose for processing is: comply with The Immigration (Hotel Records) Order 1972 (as amended) applies to all serviced and self- catering premises.

* Which is necessary because: legal requirement to comply with this legislation we need to collect the following information from all guests on their arrival:
* • **full name**• **nationality**
* For guests who are not resident in the UK, as well as not British, Irish or Commonwealth, we must also collect the following information:
* **passport number and place of issue** (or other document which shows their identity and nationality)
* **details of their next destination** (including the address, if known) on or before departure.

**Lawful basis: Legitimate interest**
Where our purpose for processing is: to record and process a reservation /booking at the accommodation for you.
Which is necessary because: an organised record of reservations /bookings is essential for the efficient operation of an accommodation provider business.
We process your information in the following ways: we will register the **guest name** and contact details; **email and telephone number** in a diary and electronically.

* Data retention period: Legally we must keep each guest’s details for at least 12 months and have the register available for inspection by a police officer or duly authorised person at all times.

**Lawful basis: Legitimate interest**Where our purpose for processing is: to record the debit/credit card details of the guest.
Which is necessary because: to manage, process and collect payments and sums due to us.
We process your information in the following ways: We make sure that access to card data, both on paper and electronically, is very well controlled, restricted to people who really need it, and that any computer on which you store it has proper defences such as a firewall and anti-virus software.

* We follow the standards of the Payment Card Industry Security Standards Council. Compliance is mandatory for retailers who accept card payments.
* Data retention period: We will continue to process your personal data until your booking check-out date, you vacate the accommodation and subsequently to satisfy and accounting, legal or reporting requirements.

**Lawful basis: Legitimate interests**
Where our purpose for processing is: to record your contact details; **home address, telephone number and email address.**Which is necessary because: we need to communicate with you manage queries and potentially, complaints. We aim to provide excellent customer service and respond to guest queries or complaints promptly.
We process your information in the following ways: contact details are recorded in a diary and electronically.
Data retention period: We will continue to process your personal data until your booking check-out date, and you vacate the accommodation and subsequent 12 months to satisfy and accounting, legal or reporting requirements.

## Your individual rights

Under the GDPR your rights are summarised as follows.

**• Right of access**: individuals have a right to know what information about them you
are holding. This has two parts – first, on request from the customer, you are required to inform them if personal data concerning them is being processed, where and for what purpose. Second, if requested, you must provide a copy of all the personal data you hold on the person electronically and free of charge. This includes any information you have made on the person’s file so if you have added notes such as, “likes the Sunday Times”, “owns a Spaniel called Arthur” or “never leaves a tip”, you also need to provide this information.

**Right to restrict processing**: if you receive a written request from an individual to cease using the personal data you hold on them, you must do so.

**Right to be forgotten**: A customer can, at any time, request that you remove all their personal data from your system. If the customer has previously agreed that you could provide their data to a third party, you must also stop doing this if you receive a Right to be forgotten request. However, it is important to note that any Right to be forgotten request does not override requirements to hold information under other legislation. For example, you are required by law to keep financial records for seven years, therefore a customer cannot request that you delete records of any financial transactions they undertook in the last seven years.

You can read more about [your rights in details here](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/);

You also have the right to complain to the ICO [[www.ico.org.uk](http://www.ico.org.uk/)] if you feel there is a problem with the way we are handling your data.

Third Parties with whom we may share your Personal Information

We may need to share your personal data with third parties who act on our behalf or provide services to us. We require all third parties to respect the security of your personal data and treat it in accordance with the law. We do not allow third party service providers to use your personal data for their own purposes and only permit them to process your data for specified purposes and in accordance with our instructions.

## Internet cookies

We use cookies on this website to provide you with a better user experience. We do this by placing a small text file on your device / computer hard drive to track how you use the website, to record or log whether you have seen particular messages that we display, to keep you logged into the website where applicable, to display relevant adverts or content, referred you to a third party website.

Some cookies are required to enjoy and use the full functionality of this website.

Contact Us:

If you require further information about how we use your personal information, your GDPR rights or have any complaints about how we use your information, please contact us at: info@galvelbeghouse.co.uk