



Privacy Notice

This Privacy Notice explains how we at Oakthwaite House Bed and Breakfast use any personal information we collect about you.

What information we collect about you

When you make a booking with us we collect the names of all the guests who will be staying, the home address, email address and telephone number of the person making the booking. We also collect a debit or credit card number to take the deposit equal to the first night of your stay or two nights deposit if staying four nights or more.

How we use the information we hold on you

We use your home address as part of the card payment processing to validate the card.

We will use your email address to send you confirmation of the booking and an email with more details on how to find us and other information you may find useful for your stay. After your stay you may receive an automatic email from our booking system or booking partner asking you to fill in a feedback form.

We will not use your telephone number to contact you unless it is for an emergency and/or we have been unable to contact you by email.

How your data is stored

All the personal and debit/credit card data you supply us, as part of the booking process, is stored securely on a third-party system, Inn Style.

Neither we nor Inn Style will share your information with any other third party unless there is a legal reason for doing so.

Marketing

We would like to stay in touch with you to send information about the B&B, any special offers we may have or local events that maybe happening. We send occasional emails (normally no more than

one a month) to people on our distribution list. The distribution list is managed by a secure third party, Mailchimp.

If you would like to, you can change your preferences or unsubscribe via Mailchimp at any time.

Neither we nor Mailchimp will pass your details onto any third party.

Guest Registration

We are required by law to collect the following information on all our guests. We do this by asking you to complete a registration form on arrival.

For Commonwealth guests;

- Name and Nationality

For Non-Commonwealth guests;

- Name, Nationality, Passport number, address of next destination

We will keep these forms safely in a locked filing cabinet. We are required to keep these registration forms for a year and show them to a police officer if they request to see them. We will destroy these forms 12 months after your stay.

Access to your information

You have the right to request a copy of the information we hold about you. If you would like a copy of this information, please email us at contact@oakthwaite-keswick.com

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

You can set your browser not to accept cookies. See www.aboutcookies.org for more information.