



ROYAL GARDEN HOTEL

LONDON

Privacy Policy

At the Royal Garden Hotel are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal information we collect from you, or that you provide to us will be used. It will also state how the data is stored and procedures we have in place to protect you.

What information do we hold?

We hold personal detail such as your name, address, email address and a history of your transactions with the Royal Garden Hotel.

We will also hold information based around your transaction with the Royal Garden Hotel. This may include information that you have provided either pre or post transaction (such as your preferences, dietary requirements or the reason for your visit) or that has been observed by our staff through interaction with you (such as your room preference or your likes/dislikes)

What do we do with this information?

We will use your information as part of any forthcoming transactions, this is detailed as follows:

- We may send a confirmation email outlining the details of your booking with the hotel and relevant terms and conditions.
- We may send a pre stay email with information on your visit to the hotel and an opportunity for you to send us relevant information.
- During the pre-stay communication we will store any information we feel is relevant to improve your experience with the Royal Garden Hotel.
- After your stay we may request you to complete a feedback survey (which you are not obliged to complete)

We will use this information to enhance your visit to the Royal Garden Hotel and tailor our service based on your preferences.

If you have given consent we will contact you periodically with news and special offers we feel will be relevant to you.

Whilst we store the details with an accredited/audited third party we will never share the data with a third party for their use.



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Where do we store your information?

Your information is stored in password protected systems. We take all steps reasonably necessary to ensure that your data is treated securely and in accordance with legislation.

How long do we store your information for?

Legally we are required to hold your registration card which includes name, address and a copy of your passport details for 1 year.

We will hold data in our systems up to 24 months after your last accommodation transaction and last dining transaction. After this period the data is deleted from our systems and will be deleted immediately upon your request.

What are your rights?

With regards to your data you have the following rights

- Right of access, rectification or erasure and you have the right to restrict processing of personal data.
- The right to complain to us and/or the Information Commissioner's Office (ICO).
- The right to withdraw consent.

In order to exercise any of these rights please contact our Data Protection Officer via DPO@royalgardenhotel.co.uk or 0207 937 8000 ext 1955.



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Online Privacy Policy

This website uses Google Analytics to help analyse how users use the site. This tool uses "cookies," which are text files placed on your computer, to collect standard internet log information and visitor behaviour information in an anonymous form. The information generated by the cookie about your use of the website (including IP address) is transmitted to Google. This information is then used to evaluate visitors' use of the website and to compile statistical reports on website activity for the Royal Garden Hotel.

We will never (and will not allow any third party to) use the statistical analytics tool to track or to collect any Personally Identifiable Information (PII) of visitors to our site. Google will not associate your IP address with any other data held by Google. Neither we, nor Google will link, or seek to link, an IP address with the identity of a computer user. We will not associate any data gathered from this site with any Personally Identifiable Information from any source, unless you explicitly submit that information via a fill-in form on our website. You may choose to accept or decline cookies. Most web browsers automatically default to accept them, but you can usually modify your browser setting to decline cookies. If you reject cookies by changing your browser settings then be aware that this may disable some of the functionality on our website.

User's Personal Information: Visitors to our website are able to sign up for our newsletter, book a room and upload/download information etc. When you register, you will provide personal information such as name, address, email, telephone number and other relevant information. If you are making a purchase, we will request financial information including your credit card number, expiration date, and security code. Any financial information we collect is used only to bill you for your purchase. This information may be forwarded to your credit card provider. We will not disclose personally identifiable information we collect from you to third parties without your permission except to the extent necessary, including: To fulfil your requests, to protect ourselves from liability, to comply with the terms and conditions of our internet host provider.

3RD PARTY POLICIES

Related services and offerings linked to or from this website have their own privacy statements that can be viewed by clicking on the corresponding links within each respective website. Since we do not have control over the policies or practices of participating merchants and other third parties, we are not responsible for the privacy practices or contents of those sites. We recommend you review their policies before you provide any personal information or complete any transaction with them.