

Grosvenor

The hidden treasure of hospitality View

7 King Edward Avenue
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Blackpool
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Privacy Policy

Due to the new General Data Protection Regulation (GDPR) coming into effect in the UK from Friday 25 May 2018, the Grosvenor View would like to take this opportunity to assure all it's guests that their information is held safely and securely **AT ALL TIMES.**

This Privacy Policy sets out how the Grosvenor View uses and protects any information that is given to the Grosvenor View Guest House when you use our website and when booking direct with us.

Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Grosvenor View Guest House may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy.

What we collect

- Name
- Contact information: Address, email address, telephone number
- Demographic information: Postcode, preferences and interests
- Other information relevant to offers

What we do with the information we gather

We require certain information to process your booking efficiently and to help us understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- We may use the information to improve our products and services
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Electronic Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online and at the time of booking direct. These include firewalls, data encryption and passcode access to the computer system. Our booking system is secured by a separate password and is never left open on screen unattended.

Direct Bookings

All bookings made direct with us are done in private away from the main area of the guest house. Card details are collected using a printed form which is used to process the payment, it is then secured to the back of the guest registration form along with the merchant copy card receipt and stored in a locked filing cabinet. Customer copy card receipts are dealt with at the time of booking and attached securely to our account statement and posted to the guest as soon as possible. This receipt only shows the last 4 digits of the card used for payment.

All booking forms are kept until the end of the tax year, card receipts and card payment form are destroyed by cross shredding immediately after the guest has stayed.

Links to other Websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following way.

- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to Grosvenor View, 7 King Edward Avenue, North Shore, Blackpool, FY2 9TD or email grosvenorview@outlook.com

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

If you believe that any information we are holding on you is incorrect or incomplete, please write to us or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.