

Privacy Policy

Effective Date: 2024-02-09

This Privacy Policy describes how The Q Boutique Hotel LTD (trading as Queensmead Hotel) ("we", "us", or "our") collects, uses, and discloses your personal information when you use our website and online booking engine (the "Services").

Information We Collect:

- **Personal Information:** When you make a reservation, contact us, or subscribe to our newsletter, we may collect information such as your name, email address, phone number, address, date of birth, payment information, guest preferences, and travel information.
- **Usage Data:** We may automatically collect information about your use of the Services, such as your IP address, browser type, operating system, device identifiers, referral URLs, date and time of access, and pages you visit.

How We Use Your Information:

- To provide and manage your hotel reservation.
- To communicate with you about your reservation, promotions, and other relevant information.
- To personalize your experience on the Services.
- To analyse the use of the Services and improve our offerings.
- To comply with legal and regulatory requirements.

Sharing Your Information:

- We may share your personal information with third-party service providers who assist us in operating the Services, such as payment processors, marketing agencies, and data analytics providers.
- We may disclose your personal information if required by law or to protect the rights or safety of ourselves or others.

Data Retention:

We will retain your personal information for as long as it is necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required by law.

Your Rights:

- You have the right to access, update, or delete your personal information.
- You have the right to object to the processing of your personal information.
- You have the right to lodge a complaint with a data protection supervisory authority.

Cookies:

- We use cookies and similar tracking technologies to track the activity on our Services and hold certain information.
- You can disable cookies through your browser settings, but this may limit your ability to use certain features of the Services.

GDPR Compliance:

- We are committed to complying with the General Data Protection Regulation (GDPR).
- We have implemented appropriate safeguards to protect your personal information.
- You have the rights outlined in the "Your Rights" section above.

Contact Us:

If you have any questions about this Privacy Policy, please contact us at admin@queensmeadhotel.co.uk