

Mount Edgcombe takes your privacy very seriously, therefore we ask that you read this policy carefully because it contains important information about us.

Mount Edgcombe Guest House are the 'data controller' for the purpose of the Data Protection Act 1998, i.e. we are responsible for, and control the processing of, your personal information.

Information we collect, provided by you via our website, individual email or our guest registration form on arrival. Data we hold can include but is not limited to:

- Name
- Address
- Email Address
- Telephone Number
- Car Registration Number (for onsite parking purposes)
- Passport Number for overseas guests as per UK law
- Dietary requirements
- Hobbies & Interests
- Birthday/ Anniversaries

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and that you have their consent to share their information.

We will not share your information with third parties. Some information is held in both electronic and paper formats securely on our premises.

We take the security of your personal information very seriously and have systems in place to prevent unauthorised access. Our database is protected by a user password and only accessible by the Owners of Mount Edgcombe Guest House.

We do not hold data for longer than is required by UK law.

We use this information to send you exclusive offers and deals and our newsletters. Christmas or Greeting cards and menus for dinners choices to be made in advance of arrival.

All emails are sent out directed from us from our email address – [info@mountedgcombe.co.uk](mailto:info@mountedgcombe.co.uk)

Our credit/debit card transactions are handled by Worldpay and the data is held by them and by our channel manager Eviivo on their own respective servers. We hold no data on our premises for those choosing to pay on-line. Details of payments made on site using a card terminal are held in accordance with PCI DSS compliance requirements.

Your data may be shared with Law enforcement agencies in connection with any investigation to prevent unlawful activities. Your data will be shared with any new owners, if the business is sold, to continue sending you updates, newsletters and special offers.

We operate 24-hour CCTV on our premises for the safety of ourselves and our guests and suitable notices are displayed advising guests of this. Images are kept for as short a time as possible to comply with the new GDPR.

You can request a copy of your information which we hold, if you would like a copy please email, call us or write (details on our Homepage) with your proof of ID and address and any booking reference.

