

Privacy Policy

Red Kite House Hotel is committed to ensuring that your privacy is protected. 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.

Red Kite House Hotel 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 with any changes.

We may collect the following information:

- The full name and address of the person making the booking.
- The email address of the person making the booking.
- Credit/Debit Card details of the person making the booking (These are stored securely on our Eviivo system who are Level 1 PCI Compliant)

The following information can also be provided but is not mandatory:

- The telephone numbers of the person making the booking.
- The names of all guests staying as part of the booking.
- Any additional information you may believe we are required to know. (e.g food or other allergies, dietary requirements, special requirements, etc.)
- If you provide Credit/Debit card details over the telephone or in person, these will be entered into our secure payment system. We will not store your payment details anywhere else other than our secure payment system. We request that you do not provide card details by email.

What we do with the information we gather:

We require this information to understand your needs and provide you with a better service and experience. We may use your personal information for the following reasons:

- To process your booking and provide you with confirmation details of your stay.
- Obtain payments for services provided via credit/debit card
- Respond to any questions or comments via email, telephone or post.
- Provide information that may be useful for your stay.
- Request feedback in regard to your stay with us, the booking experience and our website.
- Return any items after your stay that you may forget to take with you when you check out.
- We will add you to our newsletter with your permission using the email address which you have provided.

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.

Your data is stored on a secure database operated by our booking manager Eviivo. This database is fully compliant with the GDPR Data rules. Neither Red Kite House Hotel or Eviivo will transfer any personal data to any other party if it is not part of the booking and review process. Eviivo is fully GDPR compliant. They are Level 1 PCI Compliant and all the data is stored correctly. They have a Designated Data Protection Officer.

How cookies are used

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

You cannot be identified by this information. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

We may use third-party advertising companies to serve ads on Our behalf. These companies may employ cookies and action tags (also known as single pixel gifs or web beacons) to measure advertising effectiveness. Any information that these third parties collect via cookies and action tags is completely anonymous. If You would like more information about this practice and Your choices, please visit the Network Advertising Initiative website ([//www.networkadvertising.org](http://www.networkadvertising.org)).

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies.

Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other PRIVACY POLICY 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 ways:

Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.

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 or emailing us at info@redkitehouse.com.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. 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.

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to us at Red Kite House Hotel, Reading Road, Burghfield Common, Reading, RG7 3BH.

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

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