

Privacy Policy

This Privacy Policy sets out how we, Respite Management T/a/Town Hall Hotel & Apartments, obtain, store and use your personal information when you use or interact with our website, www.townhallhotel.com, or where we otherwise obtain or collect your personal information. This Privacy Policy is effective from 1st May 2018.

Please read this Privacy Policy carefully. We recommend that you print off a copy of this Privacy Policy and any future versions in force from time to time for your records.

Summary

This summary provides an overview of how we obtain, store and use your personal information. It is intended to provide a very general overview only. It is not complete and must be read in conjunction with the corresponding full sections of this Privacy Policy.

- Data controller: Marie Baxter, General Manager
- How we collect or obtain your information:
 - when you provide it to us (e.g. by contacting us, booking a room on our website or by signing up to our newsletter.
 - from your use of our website, using cookies
 - from third parties
- Personal information we collect: name, contact details and IP addresses
- How we use your personal information: for administrative and business purposes (particularly to contact you and proceed with your bookings) in connection with our legal rights and obligations and for certain additional purposes only with your explicit consent.
- Disclosure of your personal information to third parties: only to the extent necessary to run our business, fulfil any contracts we enter into with you and where required by law or to enforce our legal rights.
- Do we sell personal information to third parties: No
- How long we retain your personal information: for no longer than necessary, taking into account any legal obligations we have (e.g. to maintain records for tax purposes) and any other legal basis we have for using your personal

information e.g. your consent, performance of a contract with you or our legitimate interests as a business

- How we secure your personal information: using appropriate technical and organisational measures such as storing your personal information on secure servers
- Encrypting transfers of data to or from our servers, encrypting payments on our site via Secure Sockets Layer (SSL) and only granting access to your personal information where necessary.
- Use of cookies: we use cookies on our website including analytical cookies.
- Transfers of your personal information outside the European Economic Area: we will not transfer your personal information outside of the European Economic Area.
- Your rights in relation to your personal information
 - to access your personal information and to be informed about its use
 - to correct your personal information
 - to have your personal information deleted
 - to restrict the use of your personal information
 - to object to the use of your personal information
 - to complain to a supervisory authority
 - to withdraw your consent to the use of your personal information

Our Details

The data controller in respect of our website is Town Hall Hotel & Apartments, CRN: 3511991 of 10 QUEEN STREET PLACE, LONDON, EC4R 1A. You can contact the data controller by writing to Town Hall Hotel & Apartments - 10 QUEEN STREET PLACE, LONDON, EC4R or sending an email to reception@townhallhotel.com