



The Bell Inn  
HORNDON ON THE HILL

The Ostlers  
cocktail bar & restaurant

## Privacy policy

The Bell Inn & The Ostlers is committed to protecting your privacy and being transparent, open & clear. This privacy policy applies to the entire contents of The Bell Inn website under the domain name [www.bell-inn.co.uk](http://www.bell-inn.co.uk) (the "Site"), and in person using The Bell Inn & The Ostlers services or facilities. This policy explains how we collect information and what we do with it and whom we share it with.

By providing us with your personal information 'Data' (see below), whether through the website or in person or via a third party booking agent, you consent, agree and accept that we may collect, use, disclose and share among ourselves your personal Data as described in the privacy policy.

By using this site or our services you are agreeing with this privacy policy & our terms & conditions. Please take time to review this privacy policy carefully. If you do not agree to this Privacy Policy or Terms & Conditions you must leave the website and cease using our services immediately.

### 1. What Data do we collect about you and how do we use the Data?

When you contact us, whether by phone, email, through our websites or otherwise, we may keep a record of your communication to help solve issues that you might be facing, but also for training, quality assurance and statistical purposes, as well as to improve our products and services.

We collect and use personal information in the following ways.

- a) **Reservations & Purchases:** we collect data from you when you making a booking, purchase vouchers use our facilities or our services, via our team or in person or over the phone, and also when you book online via our Site. To ensure we're always improving and delivering our best products and services to you, we may also get in touch to ask for your feedback. We work with a number of trusted agents to receive hotel bookings e.g Booking.com & Expedia. We only receive your details from them if you are attempting to secure a booking with us.
- b) **Subscriptions & marketing purposes:** we also collect Data from you when you subscribe to any of our marketing communications, enter competitions or provide feedback. This may be via online, in person or by telephone.

We use this data to keep you in the loop about news, products, competitions and offers from The Bell Inn & The Ostlers. We will only use your personal information for marketing purposes with your consent. If you do not consent to us using your information for marketing purposes, please let us know by either ticking or unticking the relevant boxes provided on the subscriber letter or at check-in/out.



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- c) **Credit cards/Debit Card:** we store this data when bookings are taken online, for pre-authorisation & payment.
- d) **Social Media:** if you choose to connect with us via social media such as facebook, twitter and Instagram, we may collect your username. By connecting with us via social media you are bound by our terms & conditions.
- e) **CCTV:** we have CCTV installed on our premises in public areas and particularly around entrances and exits: this is for the purposes of prevention & detection of crime and employee monitoring.
- f) **Disclosing your personal information to others:** we work with a number of trusted agents to receive hotel bookings e.g. Booking.com & Expedia. We only receive your details from them if you are attempting to secure a booking with us. We only provide them further information if we are required to do so to solve any issues e.g. corrected telephone numbers or photographic evidence.

We do not disclose any personal information without your permission unless we are entitled or obliged to do so under law.

We cannot be responsible for the privacy policies and practices of external sites even if you access them using links from our site or if you linked to our site from a third party site. We recommend you check the privacy policy and marketing permissions of each site you visit.

### 3. Keeping our records accurate

All data is kept in the UK. We aim to keep our information about you as accurate as possible. If you would like to review or change the details you have given us, or if at any time after you have submitted your information to us, you wish us to stop using your information for marketing purposes; please mail [info@bell-inn.co.uk](mailto:info@bell-inn.co.uk)

### 4. Security

We have implemented technology and policies to safeguard your privacy from unauthorised access and improper use and will continue to update these measures as new technology becomes available. Whilst we take reasonable & appropriate measures to safeguard, no transmission can ever be totally guaranteed as secure. Consequently, please be aware that we cannot guarantee the complete security of any personal Data that you transfer over the internet whilst in transit. Sending such information is entirely at your own risk.

### 5. Changes to this privacy policy

From time to time we make changes to this privacy policy. Please check this privacy policy regularly for any changes.