

About this policy

Splendid Hospitality Group is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible way. This policy outlines how we aim to achieve this and includes the information collected when:

- you use our website www.splendidhopsitality.co.uk or any of our hotels within the site.
- you make a booking via our websites or check into a hotel.
- you make enquiries on our websites.
- someone is interested in working with us.

Definition of Personal Data

Personal Data means any data that relates to an identifiable person who can be directly/indirectly identified from that data. In this case, it means personal data that you give to us via our site.

By providing your personal data, you agree that we can use your personal data in accordance with this policy.

Ensure you understand this policy in its entirety and take your time to read it.

Who are we?

Splendid Hospitality Group LLP and Supreme Hotels LLP (together “Splendid Hospitality Group”) is one of the UK’s fastest growing independently owned hotel groups.

Our registered address is Haydon House, 2906 Joel Street, Pinner, Middlesex, HA5 2PY.

How do we collect information from you?

Where your stay is within a hotel operated under a franchise agreement with a hotel brand, your data will also be collected by the hotel brand e.g. InterContinental Hotels, Hilton, Accor. Data is collected during the booking process either via a brand booking engine or independent third party booking engine provider such as Booking Button or ihotelier.

We collect information from you:

- when you make a booking or check into a hotel.
- make an enquiry.
- when you sign up to marketing emails.
- When you submit your cv via our SHG website.

What type of information is collected from you?

You may be asked to submit personal information about yourself when you make a booking. We will collect this information, so we can fulfil your booking request.

a) When you make a booking:

Splendid Hospitality Group collects information such as:

- title
- name
- e-mail address (used for booking confirmation)
- home or work address

- billing information taken for deposits, ticketing, or holding credit card information for
- use in the case of no-shows (where applicable)
- Passport details (where applicable)
- telephone number
- company name
- Collection of sensitive personal data – children, dietary preferences, accessibility, etc
- marketing preferences (whether you opt-in or opt-out)

b) When you access our wifi:

When you access our complimentary wifi Splendid Hospitality Group will not need to take or retain any personal email data from you.

c) Location information:

If you use our website, we may receive your generic location (such as city or neighbourhood). We will not take or use your IP address when you visit our independent web-sites.

d) Careers:

You may submit your CV if you're interested in working for us to careers@splendidhospitality.co.uk

This information may include:

- personal details
- employment details
- education
- salary history
- other relevant details

We will use this information to assess your application. We may also keep it in our records for future reference. Please get in contact if you would no longer like us to hold your records or you wish to update us on any of your personal information at customer_privacy@splendidhospitality.co.uk.

How is your information used?

Our use of your personal data will always have a lawful basis, either because it is necessary to complete a booking, check you into a hotel, because you have consented to our use of your personal data (e.g. by subscribing to emails), or because it is in our legitimate interests.

We require the information outlined in the previous section to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- Send you service emails (booking confirmation).
- Send you post stay guest questionnaires to improve our service.
- Send marketing communications if you have opted in to receive them around the interests you have specified with us.

Who has access to your information?

We will not sell, distribute, or lease your personal information to third parties. Any personal information we request from you will be safeguarded under current legislation.

We will only share your information with companies if necessary to deliver services on our behalf. For example, service providers (e.g. ResDiary for the provision of online bookings), third-party payment processors, and other third parties to provide our Sites and fulfil your requests, and as otherwise consented to by you or as permitted by applicable law.

Third parties whose content appears on our Site may use third-party Cookies, as detailed below. Please refer to 'Use of Cookies' for more information on controlling Cookies. Please note that we do not control the activities of such third parties, nor the data they collect and use and advise you to check the privacy policies of any such third parties. We have ensured that all third party suppliers that may handle your data are compliant with GDPR legislation and we constantly review the mechanisms around how they handle your data.

You may choose to restrict the collection or use of your personal information at any point. Please refer to the Your Choices section of this Privacy Policy for details.

How and where do we store data?

We only keep your personal data for as long as we need to in order to use it as described in this privacy policy, and/or for as long as we have your permission to keep it.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively.

Your choices

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not pass your details to any third parties for marketing purposes unless you have expressly permitted us to. Furthermore, you can change your marketing preferences at any time by contacting us by email at customer_privacy@splendidhospitality.co.uk.

You have a right to request a copy of the personal information that Splendid Hospitality Group holds about you and have any inaccuracies corrected. Any such requests should be made to this email address: [email at customer_privacy@splendidhospitality.co.uk](mailto:customer_privacy@splendidhospitality.co.uk).

You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it. We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

Security

Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure data collected through our Site.

Use of 'cookies'

Like many other websites, we use cookies. We use them to help you personalise your online experience.

A cookie is a text file that is placed on your hard disk by a web page server which allows the website to recognise you when you visit. Cookies only collect data about browsing actions and patterns, and do not identify you as an individual.

Authentication, personalisation and security: cookies help us verify your account and device and determine when you log in, so we can make it easier for you to access the services and provide the appropriate experiences and features. We also use cookies to help prevent fraudulent use of login credentials.

Performance and analytics: cookies help us analyse how the services are being accessed and used, and enable us to track the performance of the services. For example, we use cookies to determine if you viewed a page or opened an email. This helps us provide you with information that you find interesting. We also use cookies to provide insights regarding your End Users and your sites' performance, such as page views, conversion rates, device information, visitor IP addresses, and referral sites.

Third Parties: Third Party services may use cookies to help you sign into their services from our services. We also may use third-party cookies, such as Google Analytics, to assist with analysing performance. Any third party cookie usage is governed by the privacy policy of the third party placing the cookie.

Opting Out: You can set your browser to not accept cookies, but this may limit your ability to use the services.

Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

What happens if our business changes hands?

We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part. The new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by us.

In the event that any of your data is to be transferred in such a manner, you will not be contacted in advance and informed of the changes.

Changes to this statement

Splendid Hospitality Group will occasionally update this Privacy Policy to reflect company and customer feedback. Splendid Hospitality Group encourages you to periodically review this statement to be informed of how we are protecting your information. This policy was last updated in April 2018.

Contact Information

Splendid Hospitality Group welcomes your comments regarding this Privacy Policy. If you believe that Splendid Hospitality Group has not adhered to this Privacy Policy, please contact at customer_privacy@splendidhospitality.co.uk.

We will aim to use commercially reasonable efforts to promptly determine and remedy the problem.