

## **The Three Chimneys (Scotland) Ltd. Privacy Policy. May 2018.**

### **About this policy**

The Three Chimneys (Scotland) Ltd is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible way. This Privacy Policy outlines how we aim to achieve this and includes the information collected when:

- you use our website ([www.threechimneys.co.uk](http://www.threechimneys.co.uk)).
- you make a booking via our website.
- you make enquiries via our website.
- 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 website or when you make contact with us by letter, email or telephone to our main office at our address in Isle of Skye.

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

Please ensure you understand this Policy in its entirety and take your time to read it.

### **Who are we?**

The Three Chimneys is a Restaurant with Rooms based in Colbost, Isle of Skye.

Our registered address is: Colbost, Dunvegan, Isle of Skye, IV55 8ZT

Our direct telephone number is: +44 (0) 1470 511 258

Our email address is: [eatandstay@threechimneys.co.uk](mailto:eatandstay@threechimneys.co.uk)

Our website is: [www.threechimneys.co.uk](http://www.threechimneys.co.uk)

### **How do we collect information from you?**

We collect information from you:

- when you make a forward booking to dine or stay with us.
- when you visit the restaurant (preferences, allergies etc.).
- make an enquiry or specific arrangement.

- when you send us your CV or apply for a job with us.
- when you sign up to receive our guest newsletter.

### **What type of information is collected from you?**

You may be asked to submit personal information about yourself when you make a booking or contact us. We will collect this information in order that we may fulfil your request to dine or stay at our venue, or to make any specific, forward arrangements on your behalf.

### **When you make a booking**

The Three Chimneys (Scotland) Ltd. collects information such as:

- title
- name
- e-mail address (used for booking confirmation and post-visit feedback emails)
- home or work address
- billing information taken for deposits, payments, or holding credit card information for use in the case of someone failing to turn-up and honour their booking arrangement.
- telephone number
- company name (where applicable)
- dietary requirements
- marketing preferences (whether you opt-in or opt-out)
- current and past reservation details

### **Careers:**

You may submit your CV if you're interested in working for us, by sending an email to:

[paul@threechimneys.co.uk](mailto:paul@threechimneys.co.uk) This information may include:

- personal details
- employment details
- education details
- past employment details
- any 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 via: [paul@threechimneys.co.uk](mailto:paul@threechimneys.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, because you have consented to our use of your personal data (e.g. by subscribing to our newsletter) or because it is in our legitimate business interest.

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 and post-visit feedback etc.).
- Improve our products and services.
- Send our newsletters if you have opted-in to receive them.

### **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 restaurant bookings) third-party payment processors, other third parties which provide services via our website, or as otherwise consented to, by you, or as permitted by applicable law.

Third parties (ResDiary, High Level Software, Gift Voucher Solutions) whose content appears on our website, may use third party cookies, as detailed below. Please refer to **Use of Cookies** below, for more information on controlling cookies. Please note - we do not control the activities of such third parties, nor the data they collect and use. We advise you to check the privacy policies of any such third parties. We do not accept any responsibility or liability for third party privacy policies.

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 keep your personal data safely and responsibly, for as long as we need to, up to a maximum of six years, or for as long as we have your permission to keep it.

For restaurant reservations taken through ResDiary software, your data will only be stored in the UK.

ResDiary data is stored securely in data centres managed by Rackspace.

For accommodation reservations taken through High Level Software, your data will only be stored in the UK.

High Level Software data is stored securely in data centres managed by Rackspace.

For gift vouchers purchased through Gift Voucher Solutions software, your data will only be stored in the UK.

Gift Voucher Solutions data is stored securely in data centres managed by Microsoft Azure.

## **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. Furthermore, you can change your marketing preferences at any time by contacting us by email at: [eatandstay@threechimneys.co.uk](mailto:eatandstay@threechimneys.co.uk).

You have a right to request a copy of the personal information that the company, The Three Chimneys (Scotland) Ltd holds about you and have any inaccuracies corrected. Any such requests should be made to this email address: [eatandstay@threechimneys.co.uk](mailto:eatandstay@threechimneys.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. Data will, therefore, be retained for the following periods (or its retention will be determined on the following basis):

We keep your personal data for as long as we need to, up to a maximum of six years or for as long as we have your permission to keep it.

## **Security**

Data protection is of great importance to The Three Chimneys (Scotland) Ltd and to protect your personal data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure data collected via our website.

## **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.

We use cookies (including Google analytics) to compile anonymous, aggregated statistics that allow us to understand how users use our website and help us improve the structure of our website accordingly.

You may refuse or accept cookies on this website.

Third Party services available via our website may also use cookies. Cookie usage on these websites is governed by the Third Party.

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**

The Three Chimneys (Scotland) Ltd reserves the right to change this Privacy Policy as we deem necessary from time to time, or as may be required by law. The Three Chimneys (Scotland) Ltd encourages you to periodically review this statement to be informed of how The Three Chimneys (Scotland) Ltd is protecting your information. This policy was last updated in May, 2018.

### **Contact Information**

The Three Chimneys (Scotland) Ltd welcomes your comments regarding this Privacy Policy. If you believe that The Three Chimneys (Scotland) Ltd has not adhered to this Privacy Policy, please contact The Three Chimneys (Scotland) Ltd at: [eatandstay@threechimneys.co.uk](mailto:eatandstay@threechimneys.co.uk). We will aim to use commercially reasonable efforts to promptly determine and remedy the problem.