GROVE
NARBERTH

Privacy Statement

What information is being collected:

- When you make a reservation with the hotel, your name, address, email and telephone number are recorded on our secure booking system. We also note any preferences or specific requirements of which you may have provided details
- When you request to be added to our mailing list or enter competitions organised by the hotel your email is recorded
- When you make a card payment to the hotel your card details are stored according to PCI DSS (Payment Card Data Security Standard) compliance

Why it is being collected

- We want you to enjoy the best possible experience when you visit Grove so we use your data to keep you up to date with the services we offer at the hotel which are most likely to interest you, and to provide you with the best personal service we can offer

How will it be used

- We will use your personal data to confirm bookings, or respond to enquiries and requests
- With your consent we will use your personal data to keep you informed by email about special offers and news from the hotel
- You are free to opt out of this communication at any time

Who will it be shared with

- We will never share your data with third parties for their own purposes
- We sometimes share your data with trusted third parties such as our IT support provider and direct marketing company. We provide them with only the information they require to perform a specific service, they may only use your data for these specific services and they must ensure that your privacy is protected

You have the right to access the personal data we hold about you, to have this corrected and to request that we stop using your personal data for direct marketing at any time. You can do this using the unsubscribe link on our newsletters or by contacting: -

The Data Protection Officer,
Grove of Narberth,
Molleston,
Narberth,
Pembrokeshire,
Wales,
SA67 8BX