



St.Nicholas Hotel – Privacy Policy

Introduction:

St.Nicholas Hotel understands that customers care about the use and storage of their personal information and data and value your trust in allowing us to do this in a careful and sensible manner. Our GDPR Privacy Policy will set out our goals and make the process as simple as possible for you to understand.

Personal Information:

Personal information will be any information that identifies you to us either by name, address, and phone number, identity card, passport, vehicle details, credit card details, photo, CCTV, Wi-Fi, IP address or email.

We may supplement the information that you provide to us with information from trusted third parties (including work head office, travel agencies, and distributors) for the purposes outlined in this privacy policy.

Where you book accommodation for other people, we may ask you to provide the above information about them (e.g. we will usually ask for the title, name, phone number and e-mail address for each person for each room that you book for identification purposes). You should only provide us with information about other people if you have their permission to do so.

How We Use Personal Information:

We use your personal information for administration purposes to help maintain our accounts and records and to process your payments. To help us offer a more personalised experience, promote and advertise our business and to improve customer service. We also use your personal information to correspond with you, to arranging bookings and provide information in relation to staying at the St.Nicholas Hotel.

Your personal information can used to detect, prevent, mitigate and investigate fraudulent or illegal activities.

With your consent, we may use your personal information to: Provide you with marketing or promotional material via telephone calls, email, SMS or text. At present we do not operate any of these forms of marketing but should we do so in the future you have the right to opt in at any time.

The types of people we process personal information about include customers, suppliers, service providers, staff, consultants and professional advisers.

Ways you can access, control and correct personal information:

We respect your right to access, correct, request deletion or request restriction of our usage of your personal information as required by applicable law. We also take steps to ensure that the personal information we collect is accurate and up to date. Unless we have your consent, we will never disclose, rent, trade or sell your personal data to any third parties for their marketing or mailing purposes.

Request for access, correction or deletion will be processed within 30days from date of completed request from, which is available from reception.

How We Might Share Your Personal Information:

To law enforcement or governmental agencies, or authorized third-parties, in response to a verified request or legal process relating to a criminal investigation or alleged or suspected illegal activity or any other activity that exposes us, you, or any other of our users to legal liability. We will only disclose information we deem relevant to the investigation or inquiry.

To credit agencies or bureaus:

To third parties involved in a legal proceeding, if they provide us with a subpoena, court order or substantially similar legal basis, or we otherwise believe in good faith that the disclosure of information is necessary to prevent imminent physical harm or financial loss or to report suspected illegal activity.

How Long We Keep Your Information:

We retain your personal information for as long as necessary to show records of your stay and provide the Services you have requested, or for other essential purposes such as complying with our legal obligations, resolving disputes, and enforcing our policies.

How long we retain personal information can vary significantly based on context of the Services we provide and on our legal obligations.

Data Protection Officer Contact:

Mr Christopher Evangeli – 124 Kenton Road, Harrow, HA3 8AL – reception@stniciholas-hotel.com