



Hill House Llanrhidian Privacy Policy

We are committed to protecting the privacy of all visitors to our web pages and users of the iOS and Android Apps developed by us.

Whenever a booking is made, for a stay at Hill House, the personal information provided by the person making the booking is stored in our secure on-line bookings database. Such data includes name, address, telephone numbers and email address together with information regarding the date / duration of stay at Hill House and the number of guests, cars and pets, associated with the stay at Hill House.

Personal information associated with booking enquires (via web page contact form, email, telephone or written communication) is not stored in our database.

We do not pass any personal details to our business partners or to any other company or organisation.

Our business partners and other websites you may access via our web pages or Apps have different privacy policies and are not subject to this Privacy Policy. We recommend that you read the privacy statement of each such website to find out how they treat and protect your personal information.

The personal information held in our secure on-line database is retained indefinitely and is used to;

- ❖ update our on-line and in-App booking calendar,
- ❖ notify you of changes to our web pages, tariff, booking arrangements, etc.,
- ❖ improve the content of our web pages .

Access to the personal information stored in our on-line database is confined to authorised members of our management team.

If you have any requests concerning your personal information or any queries with regard to our practices please contact us by email at <mailto:stay@hillhousellanrhidian.co.uk> with the subject heading Privacy Policy.

Android and iOS Smartphone Apps

Our Apps asks your permission to use your device's location to give location-based services, such as the ability to locate yourself on the map, identify how far the device is from points of interest listed within the App and provide directions between the device's location and places of interest. This data is not stored or shared.

Our Apps asks your permission to access telephone, messaging or email services when using the communication based functions included in the App. Such services permit the user to contact visitor attractions located at the points of interest listed in the App. This data is not stored or shared.

Our Apps may require you to enter a password, provided when your booking was confirmed, to view the details of your booking. Apart from this feature our Apps do not require you to provide any specific information

Apps are not designed to be specifically marketed to children under the age of 13.

Cookies

Cookies are alphanumeric identifiers that we may transfer from our web pages to your computer's hard drive through your Web browser to enable our systems to recognise your browser and to provide certain features. The Help menu on the menu bar of most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie and how to disable cookies altogether. However, cookies allow you to take full advantage of our web pages. If you do leave cookies turned on, be sure to sign off when you finish using a shared computer.

Exclusion of warranty

Every effort is made to ensure that the information featured on our web pages and Apps is accurate. However we cannot guarantee the accuracy, completeness, currency or reliability of any content/information contained on our web pages and Apps.

We expressly disclaim all warranties and conditions, including implied warranties and conditions or merchantability, suitability for a specific purpose and non infringement, and those arising by statute or otherwise in law, or from a course of dealing or usage by trade.

Changes to this statement