

Privacy Policy

As a customer, we value your business and appreciate that you share personal information with us.

This Privacy Notice explains how we at Rivendell Guest House use, share and protect any personal information.

We are responsible for the collection and management of any personal information you submit. We will keep your personal details secure and use the information you provide in accordance with applicable privacy and data protection laws and the terms of the privacy notice.

What information we collect about you

To complete a booking we will collect the following details:

Name

Address

Email

Telephone number

Payment details

Additional information we may need to meet your specific requirements.

How we use the information we hold on you

To enable us to complete your reservation, we upload your name, address, telephone number and email on our third party system, InnStyle.

We use your home address as part of the card payment processing to validate the card.

We will use your email address to send you confirmation of the booking and deposit requests.

We will correspond either by email or phone, answering queries regarding time of arrival or on how to find us and other information you may find useful for your stay, if you request it.

We may also send text messages if you are out walking the fells to ensure you have completed your journey safely.

How is your data stored?

All of the personal and debit/credit card data you supply us, as part of the booking process, is stored securely on a third party system, InnStyle. Neither we nor InnStyle will share your information with any third party unless there is a legal reason for doing so.

Guest Registration

We are required by law to collect the following information on all our guests over the age of 16, with no exemptions. We do this by asking you to complete a registration form on arrival at Rivendell Guest House

For commonwealth guests;

- Name and nationality

For non- commonwealth guests;

- Name, nationality, passport number, and next destination

We are required to keep these registration forms securely for a year and show them to a police officer if they request to see them. We will destroy these forms 12 months after your stay.

Access to your information

You have the right to request a copy of the information we hold about you. If you would like a copy of this information please email us at info@rivendellguesthouse.com

Linked websites

Our website contains useful links to other websites of interest. This privacy notice only applies to our website so when you link to other websites you should read their privacy policies.

Legal Obligation

We will always process your personal information on lawful grounds. If you do not provide us with the information, we may not be able to provide the booking.

We may also disclose your personal data without your permission to the extent that we are required to do so by law or legislation.

Marketing

We will not use any of your data for any marketing purpose and we will not, without express consent, supply your personal information to any third party for the purpose of their or any third party's direct marketing.

Your rights

You have the right to ask us at any time:

- To confirm whether we hold any of your personal data
- To send you a copy of any personal data that we hold about you
- To correct any inaccuracies in your personal data and to add relevant details where the personal data we hold is incomplete
- To delete (to the extent possible) any of your personal data, where we are required by law to do so
- To stop processing your personal data, where we are required to do so by law.