



Privacy Policy

Warren House Conference Centre Ltd.

PRIVACY STATEMENT

Any personal data you give us associated to Warren House Conference Centre Ltd. any of its third party or associated partners will be used to send a brochure, email, handle an enquiry or make a booking with our venue or send you appropriate marketing communications. It will then be stored securely on our database for a reasonable period of time.

We promise to only send you relevant and timely marketing communications from Warren House Conference Centre Ltd. and we will give you the opportunity to decline to receive similar future communications every time we send them.

Every time we send marketing communications we will give you the opportunity to decline to receive some or all of these communications.

Personal Data

For the purposes of the Data Protection Act 1998, we Warren House Conference Centre Ltd. are a data controller. In order to process your booking or enquiry we need to collect certain personal details from you. These details could include your name, email and contact details and those of party members, credit/ debit card or other payment details and special requirements such as those relating to any disability or medical condition which may affect your chosen arrangements and any dietary restrictions which may disclose your religious beliefs. Information about your website session including your IP address, browser type, geographical location, referring website or source, the duration of your visit, pages viewed and files downloaded.

When making a transaction we will require you to provide your full name, email address, postal address, credit card and optionally any special requests you may have. We also collect personal data to allow you to send us enquiries relating to our services such as conferences, weddings, loyalty club applications, e-newsletter subscriptions and prize draws. Every care has been taken to protect your privacy during this process in accordance with the Data Protection Act 1998.



In respect of bookings we need to pass on your personal details to other companies and organisations in order to deliver the service. Such companies and organisations may be outside the European Union.

Storage of your Personal Data

Unless you have asked us not to we will store and use your personal details for future marketing purposes (for example, sending you a brochure or details of a promotion via email).

We use a data services company to analyse data on our behalf, in order for us to tailor future marketing campaigns effectively. We only provide any such companies with the personal details relating to our clients, which they require in order to deliver the service back to us. They are not permitted to use the information for any other purpose.

In the event that we are subject to a change of ownership or corporate structure, we may need to disclose your personal data.

You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We may charge a fee to respond to such a request. We promise to respond to your request within 40 days of receiving your written request and fee. In certain limited circumstances we are entitled to refuse your request. If you believe that any of your personal details which we are processing are inaccurate or incorrect please contact us immediately.

Cookies Policy on our Website

We use session cookies as well as persistent cookies to enhance your customer experience on this website. Cookies are files which are issued by a web server to be stored by a web browser that contain information relating to website usage. Web browsers allow you to disable the use of cookies and refuse to accept them. This will not prevent you using our website or making a reservation however certain functionality may be restricted.

Cookies are used on this website for the following purposes:

- Measuring the performance of our website

We use Google Analytics to analyse activity on this website. This is for statistical purposes only and customers remain anonymous in this process. Google Analytics generates statistical information about a website using cookies, which are stored on users' computers. The information gathered is used to produce reports about the performance of the website. Google stores this information in accordance with their own privacy policy which may be found at <http://www.google.com/privacypolicy.html>.



- Enabling and measuring marketing activity

Cookies are also used to enable and measure marketing activity such as email marketing and online advertising. In the case of email marketing we may use information stored about the web pages you visit to provide you in turn with more relevant offers in the future. Cookies will also be used to target you with promotional advertising on other websites after leaving

our website. To prevent this from happening we advise customers to clear their cookies following a visit to our website.

How do we use your personal data?

To make a reservation we collect your personal data so that it may be stored in our hotel management system to be retrieved when you check-in. Credit card details are collected to either guarantee or prepay a reservation on a secure page using SSL (secure socket layer) encryption technologies. We require your email address during this process so that we may send you a booking confirmation.

Personal data provided on an enquiry form is used so that we may process your enquiry and respond to your request. We store this personal data on our hotel management system which helps us to respond to you faster in the event of future enquiries.

We analyse the usage of our website in order that we may make improvements to the functionality to improve your overall experience when visiting our website.

Warren House Conference Centre Ltd. will also use your personal details to send you marketing communications relating to our services or those of carefully selected third parties by post or, where you have specifically agreed to this, via email. Note that an email address may have been collected as part of your registration at one of our hotels but not on this website. You can inform us at any time if you no longer wish to receive our marketing communications. We always provide links to automatically opt out in all of our email communications to you.

What we won't do with your personal data

Warren House Conference Centre Ltd. will never sell, rent, loan or share your personal data with a third party for the purpose of marketing activity of any nature, unless you have provided us with explicit permission to do so. We will not continue to send you marketing communications if you have asked us not to. Your personal data is safe with us and we ensure that your data is processed and stored securely. All the information you provide us with is processed using Secure Socket Layer data encryption and is stored on secure password and firewall protected servers. You are able to opt-out of your personal data being used for any



marketing purposes and details of how to do this will be provided at source or you can request this at the venue direct.

More information

If you wish to opt-out you can do so by writing to us at:

Warren House Conference Centre Ltd.
Warren Road
Kingston upon Thames
KT2 7HY

Or by email at info@warrenhouse.com

Please allow us one month to process our data for your opt-out to take effect.
For more information please send an email to info@warrenhouse.com

Warren House Conference Centre Ltd is a company registered in England and Wales.
Company Name: Warren House Conference Centre Ltd.
Company Number: 055370011