

# THE TOWN HOUSE



*A Live & Work Hotel*

## Privacy Statement

We at The Town House endeavour to always be aware of any information we collect, how we use it, and under what circumstances, if any, we disclose it. This statement outlines our policy in respect of confidential information but if you have any further queries or suggestions, please contact us.

### Information Collection & Use

We respect each site visitor's right to personal privacy. To this end, we collect and use information throughout this web site only as disclosed in our Privacy Policy. This statement applies solely to information collected on this web site.

This site does not use cookies. ([Definition of Cookies](#)).

Any information we collect is:

- used to improve the content of our Web Site.
- used to notify visitors of updates to the Web Site
- never sold to other organisations

Registration is not required to enter our Web Site except in order to make a booking.

During an on-line booking session, personal details must be entered. This data falls into two categories:

- Contact Details (Name, Address, Phone, email etc) are used during credit authorisation and if we need to contact you.
- Financial Details (Credit Card Number, expiry date etc) are used to process your payment.

Collection of all information is undertaken using SSL encryption and passed to the bank for authorisation. Access to the client section of our website is protected by secure password. Passwords are not stored in our systems in any form that can be accessed by a third party nor known by any member of staff at The Town House. You are responsible for the security of your password and it should not be written down or passed on to any third party.

Please take the opportunity to change your password frequently.

Data will not be transferred outside The European Economic Area (EEA)

### Access to Information

Full details of any information held will be provided on written request to The Town House. Should you wish to deactivate please make the request in writing and we will carry out your request at the earliest opportunity.

### Notification of Changes in Privacy Policy

If at any time in the future our Privacy Policy changes, this page will be updated to reflect them.

### Conflict Resolution

Whilst every effort is made to ensure your confidentiality please contact us at any time by email or telephone if you are concerned or have a problem.

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