

Privacy Policy

This Policy was updated in May 2021

The Dolphin Hotel (“us”, “we”, or “our”) operates <http://www.dolphinhotelbeer.co.uk> (“the Site”). This Privacy Policy sets out how The Dolphin Hotel LTD uses and protects any information that you give The Dolphin Hotel LTD when you use this website.

The Dolphin Hotel is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using the website, then you can be assured that it will only be used in accordance with this privacy statement.

The Dolphin Hotel LTD may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

Why we use your Personal Information

To provide you and improve our services, to better understand the users of our services, to protect our property and to prevent damage to them.

To process your bookings and store your itinerary information where applicable.

To display more relevant advertising and recommendations or suppress advertising and content that you might find irrelevant.

To contact you as follows:

- To send booking confirmations
- To send alerts and notifications you have subscribed to, including to your mobile device
- To solicit reviews
- To get in touch if you contact us at The Dolphin Hotel LTD
- To send you information servicing and administrative emails
- To send you marketing emails regarding our services or those of our partners, if you have opted-in to receive emails from us or have transacted with us, and as permitted by law.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- We may use the information to improve our products and services
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail
- We may use the information to customise the website according to your interests

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from our system.

Overall, cookies help us to provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any other information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@dolphinhotelbeer.co.uk.

We will not sell, distribute or lease your personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to us at either info@dolphinhotelbeer.co.uk or The Dolphin Hotel LTD, Fore Street, Beer, Devon, EX123EQ.

If you believe that any information, we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.