

## **The Inn at Dromoland Privacy Policy**

**The Inn at Dromoland** is committed to protecting and respecting your privacy - please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting [www.theinnatdromoland.ie](http://www.theinnatdromoland.ie) you are accepting and consenting to the practices described in this statement.

We adhere to the Privacy Policy (the “Policy”) together with any disclaimers which sets out the basis on which any personal data we collect from you or that you provide to us, or that is provided to us relating to you (“Data”) by any means will be processed. Please read the following carefully to understand our use of personal data. Please note that the Policy relates only to living individuals in relation to personal data relating directly to themselves, and not to persons in any other capacity.

### **Information we may collect from you**

We collect personal data from you, which you volunteer when you provide such personal data to us, or via our services with which you interact. We may also be given other personal data relating to you by other persons, or we may obtain such other personal data about you as may be provided to us in the course of our legitimate business activities.

We may collect and process data, including the following in the course of providing services to you, which could contain your personal data:

- your full name
- your address
- your various email addresses
- your various phone numbers including mobile phone numbers
- your nationality
- your address
- financial information about you, including your bank account details, credit card details, or other payment details
- details of contracts you have entered with third parties for us to provide services to you
- details of your relationship to other parties
- details of your membership of professional or other organisations
- your date of birth
- details of your children and other relations
- medical details, including details of allergies
- details of your car registration number /driving licence
- details of your passport
- all other data which you ask us to process on your behalf, or which is necessary for us to process in order for us to fulfil our role as providing accommodation, gym, leisure, retail or food related services to you.
- We may also process other data, which is not personal data.

You may give us information about yourself, when you enquire about our hotel and associated facilities and events, complete forms online on our website [www.theinnatdromoland.ie](http://www.theinnatdromoland.ie) or correspond with us by phone, e-mail or otherwise provide us with personal data. This includes, but is not limited to, information you provide when you share information via other websites relating to the hotel's facilities such as online bookings for the hotel, restaurant or events.

### **Cookie Policy**

#### *What is a cookie?*

A cookie is a small piece of data that may be stored on your computer or mobile device. It allows a website "remember" your actions or preferences over a length of time.

When you access our website or wi-fi facilities, your device's browser provides us with information such as your IP address, browser type, access time and referring URL which is collected and used to compile statistical data. This information may be used to help us to improve our website and the services we offer, and to offer services to you.

### **Security and where we store your personal data**

We are committed to protecting the security of your personal data. We use a variety of security technologies and procedures to help protect your personal data from unauthorised access and use. As effective as modern security practices are, no physical or electronic security system is entirely secure. We cannot guarantee the complete security of our databases, nor can we guarantee that information you supply will not be intercepted while being transmitted to us over the Internet. We will continue to revise policies and implement additional security features as new technologies become available.

The transmission of information via the internet is not completely secure and may involve the transfer of data to countries outside of the European Economic Area (EEA). This occurs typically through use of cloud solutions for web hosting, email hosting or proprietary software solutions delivered to us through the Cloud. We do not however authorise any third party to use your personal data for their own purposes. Non EEA countries may not provide an adequate level of protection in relation to processing your personal data. By submitting your data, you agree to this transfer, storing and processing.

Although we will do our best to protect your personal data, we cannot guarantee the security of your personal data transmitted to us. Any transmission of data is at your own risk. Once we receive your personal data, we use appropriate security measures to seek to prevent unauthorised access.

### **Uses made of your personal data**

We use your personal data that we hold to:

- In our legitimate interest of advertising our services, provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes (our list of services below);
- carry out our obligations arising from any contracts entered into between you and us;
- in our legitimate interest of advertising our services, provide details of any loyalty scheme or promotion;
- comply with legislation; and/or
- notify you about changes to our services.

### **List of services**

- Accommodation
- Gym
- Spa
- Leisure, including Golf
- Retail
- Restaurant, bar service and other food related services.

We may use your data to send you information relating to our services, events and products which may be of interest to you. If you do not want us to use your data in this way, please notify us to that effect, you may do so by unsubscribing from our Monthly Newsletter at any time.

We keep your Data for varying periods according to our Retention Schedule.

### **Disclosure of your information**

We may disclose your Data to third parties or share your Data in order to comply with any legal obligation, or to protect our rights, property, or safety of staff or customers. Currently we disclose your Data to the following providers.

Some jurisdictions may not have adequate safeguards for the protection of personal data, and where this is the case we comply with Chapter 5 of the General Data Protection Regulation (“GDPR”) to provide an alternative method of safeguarding your personal data.

If the Inn at Dromoland is acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

### **Links to other sites**

Our website may, from time to time, contain links to and from other websites. If you follow a link to any of those websites, please note that those websites have their own privacy policies and that we do not accept any responsibility or liability for those policies. Please check those policies before you submit any data to those websites.

### **Your rights**

You have rights under Irish Data Protection legislation, with regard to our processing of your data.

You have the right to be informed about any personal data which The Inn at Dromoland holds relating to you, including how we acquired such data, and the purposes for which it is being used. This right requires that you will be given a copy of your personal data which you may have supplied to us via our website, [www.theinnatdromoland.ie](http://www.theinnatdromoland.ie) or in other correspondence and interactions.

To exercise this right, you must make your request in writing, posting it to our address as specified below and including with the request, a copy of appropriate legal form of identification and a copy of a current utility bill to verify your address. No fee is required for this service. A request will be dealt with as soon as possible and we will respond to your request within one month from the date on which your request was received.

You have the right to have inaccurate personal data corrected. If you discover that we hold inaccurate personal data about you, you have a right to instruct us to correct that information. Such an instruction must be in writing and must contain evidence of the correct information. We will respond as soon as possible, and in any event within one month from the date on which your instructions are received.

Furthermore, we will share your corrective instructions with any organisation with whom the incorrect information has been shared in the 12 months prior to the date of your instructions.

In certain circumstances, you have the 'Right to be Forgotten'. This means that you can request that The Inn at Dromoland removes any and all references to you from our records and systems. We will comply with all such requests in a timely manner, as required by the Data Protection legislation, unless other operational or legal obligations require us to retain such data for a particular purpose or period of time.

You have the right, at all times, to object to processing of your personal data which you find intrusive, excessive or unwarranted. The Inn at Dromoland will respect your right to do so, but may need to continue such processing where required to do so by law, or within the terms of an existing contractual arrangement.

### **Changes to this policy**

We reserve the right to change this Policy from time to time in our sole discretion. If we make any changes, we will post those changes here so that you can see what information we gather, how we might use that information and in what circumstances we may disclose it. By continuing to use our site or our services or otherwise provide data after we post any such changes, you accept and agree to this Policy as modified.

### **Disclaimer**

The Inn at Dromoland, Newmarket on Fergus, Co. Clare, Ireland has worked diligently to provide you with accurate and updated information in this site, however, we cannot be absolutely certain that everything on this site is free of errors or omissions. We will not be liable for any direct, indirect, incidental, consequential, or punitive damages arising out of your access to or use of this site

### **Contact Us**

Questions, comments, requests and complaints regarding this Policy and the information we hold are welcome and should be addressed to us as follows:

The Inn at Dromoland  
Newmarket on Fergus  
Co Clare  
V95 EPF5  
Ireland

All requests will be dealt with promptly and efficiently.