

ISLE OF BARRA BEACH HOTEL

Tangasdale Beach, Isle of Barra, HS9 5XW

1. Background

This privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. It applies to all products and services, and instances where we collect your personal data.

This privacy notice applies to personal information processed by the hotel.

Changes to this privacy notice

We may change this privacy notice from time to time by updating this page in order to reflect changes in the law and/or our privacy practices.

The Hotels Data Protection Officer

We are the Isle of Barra Beach Hotel (IOBBH), Tangasdale Beach, and Isle of Barra, HS9 5XW – based in the Outer Hebrides / Western Isles off main land Scotland.

We are a data controller of your personal data, When the IOBBH partnership provides you with a service or product. The IOBBH has a dedicated data protection officer (DPO). You can contact the DPO by writing to us at the above address, marking it for the attention of the DPO.

2. What kinds of personal information about you do we process?

Personal information that we will process in connection with all of our products and services, if relevant, includes:

- Personal and contact details, such as title, full name and contact details
- Information we obtained for third parties regarding car hire
- Criminal records information, including alleged offence driving offences, for example if you apply to hire a car/insurance
- Financial details about you, such as your payment method (s)

3. What is the source of your personal information?

- We will collect personal information from family members, associates or beneficiaries of products and services
- Business - for example when/if there is a car hire or electric bike hire insurance claim
- DVLA for motor licence details

4. What do we use your personal data for?

We use your personal data, including any of the personal data listed in section 2 and 3 above, for the following purposes:

Assessing an application for a product of service, including considering whether or not to offer you the product or service, the price, the risk of doing so, availability of payment method and the terms

- To follow guidance and best practise under the change of rules of governmental and regulatory bodies
- For management and auditing of our business operations including accounting
- To comply with legal and regulatory obligations, requirements and guidance.

5. What are the legal grounds for our processing of your personal information (including when we share it with others)?

We rely on the following legal bases to use your personal data:

1. Where it is needed to provide you with our products or services, such as:

- a) Assessing an application for a product or service you hold with us, including consider whether or not to offer you the product, the price, the payment methods available and the conditions to attach.
- b) Managing products and services you hold with us, or an application for one.
- c) Sharing your personal information with business partners, service providers and government agencies when you apply for a product to help manage your product.

2. Where it is in our legitimate interests to do so, such as:

- a) Managing your products and services relating to that, updating your records, to contact you about your account and doing this for recovering debt (where appropriate).
- b) To perform and/or test the performance of, our products, services and internal processes.
- c) To follow guidance and recommended best practice of government and regulatory bodies.
- d) For management and audit of our business operations including accounting.
- e) For some of our profiling and othewr automated decision making
- f) Where we need to share your personal information with people or organisations in order to run our business or comply with any legal and/or regulatory obligations

3. To comply with our legal obligations

4. With your consent or explicit consent: No information will be used for marketing

5. For a public interest, such as:

- a) Processing of your special categories of personal data such as about your health, criminal records information (including alleged offences), or if you are a vulnerable customer.

6. When do we share your personal information with other organisations?

We may share information with the following third parties for the purposes listed above:

- Business – for car hire and electric bike insurers if an insurance claim is made
- Governmental and Police Authority

How and when can you withdraw your consent?

When we're relying upon your consent to process personal data, you can withdraw this at any time by contacting us using the details below.

7. Is your personal information transferred outside the UK or the EEA?

We're based in the UK so no information that we have will be transferred outside the European Economic Area.

8. How do we share your information with credit reference agencies?

To process your application to book our services we will not perform credit and identity checks on you

9. What should you do if your personal information changes?

You should tell us so that we can update our records in writing or by email to barrahotel@aol.com so we can update your information

10. Do you have to provide your personal information to us?

We're unable to provide you with our products or services if you do not provide certain information to us. In cases where providing some personal information is optional, we'll make this clear.

11. Do we do any monitoring involving processing of your personal information?

In this section monitoring means any: listening to, recording of, viewing of, intercepting of, or taking and keeping of records (as the case may be) of calls, email, text messages, social media messages, in person (face to face) meetings and other communications.

We do monitor where permitted by law and we'll do this where the law requires it, or to comply with regulatory rules, to prevent or detect crime, in the interests of protecting the security of our communications systems and procedures and for the quality control and staff training purposes. This information may be shared for the purposes described above.

12. For how long is your personal information retained by us?

Unless we explain otherwise to you, we'll hold your personal information based on the following criteria:

- For as long as we have reasonable business needs, such as managing our relationship with you and managing our operations
- For as long as we provide goods and/or services to you and then for as long as someone could bring a claim against us; and/or
- Retention periods in line with legal and regulatory requirements or guidance.

13. What are your rights under the data protection laws?

Here is a list of the rights that all individuals have under data protection laws. They don't apply in all circumstances. If you wish to use any of them, we'll explain at that time if they are engaged or not. The right of data portability is only relevant from May 2018.

- The right **to be informed** about the processing of your personal information
- The right to have your personal information **corrected if it is inaccurate** and to have **incomplete personal information completed**
- The right **to object** to processing of your personal information
- The right **to restrict processing** of your personal information
- The right **to have your personal information erased** (the "right to be forgotten")
- The **right to move, copy or transfer your personal information** ("data portability")
- Rights in relation **to automated decision making which has a legal effect or otherwise significantly affects you**

You have the right to complain to the Information Commissioner's Office which enforces data protection laws: <https://ico.org.uk/>. You can contact us by email barrahotel@aol.com or Isle of Barra Beach Hotel, Tangasdale Beach, Isle of Barra, HS9 5XW.

14. Your right to object

You have the right to object to certain purposes for processing. You can contact us by email to barrahotel@aol.com to exercise these rights.