

## COOKIES & PRIVACY POLICY

### Privacy Policy

Oatlands Park Hotel ("OPH," "we," "us," or "our") has created this privacy policy ("Privacy Policy") to inform you of how we collect, use, share, and secure your personal information on our website (<https://oatlandsparkhotel.com/>) which we own and operate as the data controller.

This Privacy Policy covers the following:

1. Information Collected
2. Our Legal Basis for Processing Your Information
3. How We Use Cookies
4. How We Use Your Information
5. How We Share Your Information
6. Transfers and Storage of Information
7. Payment Information
8. Your Rights regarding Your Information
9. Data Retention
10. Third Party Websites, Content, and Resources
11. Security
12. Privacy Policy Updates
13. Contact Us

#### 1. Information Collected

**Information You Provide to Us.** When you use our website, such as when you reserve a room with us, or take advantage of any promotional offers, we, or our service providers (acting on our behalf), collect "personal information" (which is information that on its own or when combined with other information, can be used to identify you) that you provide to us, such as your first and last name, email address, telephone number(s), postal address, and (when you make a reservation online) payment card information.

**Information Collected Automatically.** When you use the website, we or our service providers, will also collect information about your use of the website and the device you use to access the website (e.g., your computer, tablet, phone, etc.) such as your IP address and country location, browser information (including browser type, capabilities, and language), operating system, the date and time you accessed the

website, and website usage information, including the paths taken as you move from one webpage to another webpage (i.e., your “click stream” activity).

**Information from third Parties.** We also receive data from outside sources, and we combine this information with other information about you to facilitate more relevant, targeted communications as well as develop products and services that better suit our customers’ needs.

## 2. Our Legal Basis for Using Your Information

If you are accessing our website in the European Economic Area (“EEA”), then applicable law requires us to ensure that we only process your personal information where we have a legal basis to do so. We will only process your personal information where at least one of the following applies:

If it is in our legitimate interests to use your personal information. For example, it is in our legitimate interests to use your personal information to improve our website, and to share your personal information with third parties who provide services to us relating to our website. If you would like further information about how we decide when a particular use is in our legitimate interests, you may contact us using the contact details set out below.

We need to use your personal information to perform our responsibilities under a contract we have with you (including, for example, processing your reservations).

Sometimes we may ask for your consent to use certain types of personal information (e.g., by asking you to tick an online box). In these circumstances, your consent will be our legal basis for processing your personal information. If you have provided consent, you may withdraw it at any time. You may do this by “opting out” where we give you the opportunity to do so, or by contacting us using the contact details below.

## 3. How We Use Cookies

We use cookie technology as part of the website’s statistical reporting and for other purposes related to making the website available to you. A cookie is a small piece of information sent by a website that is saved on your hard disk by your computer’s browser. It holds information a website may need to personalize your experience, including by determining whether you are logged in to your account.

If you prefer, you can configure your browser to reject all cookies, or to notify you when a cookie is set. Each browser is different, so check the “Help” menu of your browser to learn how to change your cookie and privacy preferences. For more information about HTTP cookies and how to disable them, or restrict the categories of cookies you wish to accept, you can consult the information at [www.allaboutcookies.org/manage-cookies/](http://www.allaboutcookies.org/manage-cookies/). However, if you reject cookies, your use of the website may be impaired.

## 4. How We Use Your Information

We (and our service providers) will use your personal information for the following purposes:

- To provide the features and functionality of the website to you.
- To facilitate your hotel reservations
- To inform you about special promotions that run throughout the year.
- To identify you as the sender of, and to process, your emails.
- To respond to questions and comments.
- To improve, enhance, and tailor the website for you (for example by providing content or features that match your interests), and to improve and enhance the overall experience for all users of the website.
- To send you emails or postal mail about special offers or promotions, if you have consented to this.
- To introduce you to additional value-added services offered by our partners that we feel may be of interest to you, if you have consented to this.

We may anonymize your information (for example by aggregating it with other individuals' personal information so that it no longer identifies you) and use it for other purposes in anonymized form.

## 5. How We Share Your Information

We will share your personal information for the following purposes:

- **Our Affiliates:** Any of our affiliated partners that jointly use personal information for the purposes described in this Privacy Policy, where this is acceptable under applicable law.
- **Business transfers:** If a third party acquires all or substantially all of our assets, your personal information, and any other information that we have collected in connection with the website, will be transferred to such third party as part of our business assets. Also, if any bankruptcy or reorganization proceeding is brought by or against us, all such information will be considered part of our assets and may be sold or transferred to third parties.
- **Legal purposes:** We will share your personal information with third parties (including, potentially, government agencies) if required or requested to do so by law, or if we believe such action is necessary or advisable in order to: (1) conform to the requirements of the law or comply with legal process served upon us; (2) protect or defend our legal rights or property, the website, or our users; (3) investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, or violations of our Terms of Use; and/or any other reason in our sole discretion.
- **Service providers:** We use third parties to perform services on our behalf, such as payment processing, email marketing, analytics, promotions, and customer service. These service providers will access your personal information as necessary for them to perform their duties. For example, we will share bank details and payment card information with payment

processors when you provide a payment card in connection with a purchase.

#### 6. Transfers And Storage Of Information

Your personal data will be transferred to and stored in countries other than the country in which the information was originally collected, including the United States and other destinations outside the European Economic Area (“EEA”), to our service providers and affiliated businesses for the purposes described above.

Please note that the countries concerned may not provide the same legal standards for protection of your personal data that you have in the United Kingdom or EEA. Where we transfer your personal data to countries outside of the EEA we will take all steps to ensure that your personal data will continue to be protected. We will implement appropriate safeguards for the transfer of personal data to our service providers in accordance with the applicable law, such as relying on our service providers’ Privacy Shield certification or implementing standard contractual clauses for data transfers. We have implemented data transfer agreements pursuant to applicable data protection law in order to implement appropriate safeguards for the transfer of personal data in countries outside the EEA. If you would like to receive more information on the safeguards that we implement, including copies of relevant data transfer contracts, please contact us as indicated below.

#### 7. Payment Information

Any credit/debit card payments and other payments you make through our website will be processed by our third-party payment providers and the payment data you submit will be securely stored and encrypted by our payment service providers using up to date industry standards. Please note that we do not ourselves directly process or store the debit/credit card data that you submit.

We store and use this card or payment information for the purpose of processing any future payments that you make as a member for additional goods and services. We will store this data in accordance with our legal obligations under applicable law and only for so long as legally permitted.

You may choose to opt out of us holding your card or payment data although this means that you will need to re-supply us with card/payment details to initiate your membership subscription fee or for the purpose of making any future purchases.

#### 8. Your Rights Regarding Your Information

If you are in the EEA, you have certain additional rights in relation to your personal information. If you would like further information in relation to these or would like to exercise them, please contact us using the contact details below at any time. You have the right to request that we:

- provide access to any personal information we hold about you;

- update any of your personal information which is out of date or incorrect;
- delete any personal information which we are holding about you;
- restrict the way that we process your personal information;
- prevent the processing of your personal information for direct-marketing purposes;
- provide your personal information to a third party provider of services;
- provide you with a copy of any personal information which we hold about you; or
- consider any valid objections which you have to our use of your personal information.

We will consider all such requests and provide our response within a reasonable period (and in any event within any time period required by applicable law). Please note, however, that certain personal information may be exempt from such requests in certain circumstances. If an exception applies, we will tell you this when responding to your request. We may request you provide us with information necessary to confirm your identity before responding to any request you make.

You may ask us to stop using your personal information for advertising or marketing purposes at any time. If you wish to do this, please follow the removal instructions in any communication you receive, or contact us using the information below.

## 9. Data Retention

We will generally store information associated with your account until it is no longer necessary to provide services to you, until you ask us to delete it, or until your account is deleted, whichever comes first; but there are some exceptions to this general rule. We will retain information from deleted accounts to comply with the law, prevent fraud, collect fees, resolve disputes, troubleshoot problems, assist with investigations, enforce our agreements, and take other actions permitted by law. For more information, contact us using the details below.

## 10. Third Party Websites, Content, and Resources

Please be aware that when you are using the website, you could be directed via links or other means to third-party websites, content, and resources that are not affiliated with OPH. These third-party websites, content, and resources may send their own cookies to visitors, collect data, and/or solicit and use your personal information in ways different than those set forth in this Privacy Policy. The privacy policies of these third parties may be very different from this Privacy Policy. We are not responsible for the privacy practices of the third-party providers of these other websites, content, and resources and cannot provide you with information regarding the security of any personal information they collect.

## 11. Security

We will take reasonable steps to protect the security and integrity of all personal information provided to these websites. However, please note that we cannot guarantee that any information transmitted through the Internet or stored on our

system or otherwise in our care will be absolutely safe from prohibited intrusion by others. We will have no liability for disclosure of your information due to errors or unauthorized acts of third parties during or after the transmission or storage of your personal information.

## 12. Privacy Policy Updates

From time to time, we may revise this Privacy Policy to reflect initiatives in the hospitality industry, changes in the law or technology, or changes in our privacy practices. If we make any material changes we will provide you with a prominent notification prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

## 13. Contact Us

Questions, comments or requests regarding this Privacy Policy should be addressed to [info@oatlandsparkhotel.com](mailto:info@oatlandsparkhotel.com)