

Shap Wells Hotel

Privacy Policy

Shap Wells Hotel is committed to ensuring that your privacy is protected. This Privacy Policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information and the procedures that we have in place to safeguard your privacy. Our position at Shap Wells Hotel has always been that you should only store information that is relevant and only retain it for as long as it is useful.

The information we collect and how we use it

When you send a contact form, request further information about any of our packages or provide feedback using our website, we need to know your name and other information such as your postal address, e-mail address or telephone number. We gather this information to allow us to process your request. The relevant information is then used by us to provide you with the service you have requested and to communicate with you on any matter relating to the provision of the service in general. We may also use aggregate information and statistics for the purposes of monitoring web site usage. These statistics will not include information that can be used to identify any individual. We may, from time to time, provide you with information about our services or products, which we think may be of interest to you. We may provide this information by post or email. If you would rather not receive this information, please send an e-mail to reservations@shapwellshotel.com stating your preferences, alternatively, you may manage your email subscription preferences by following the 'unsubscribe' link contained within any future messages.

All reservations processed via our website are hosted by our partner, Guestline. All Guestline technologies both partner and guest facing, are SSL Secured and PCI DSS Compliant. We never store and are never supplied Credit Card CVVs as this is in breach of our Credit Card Merchant agreement and entails serious fines. The moment a transaction is completed Credit Card information is obfuscated. Guestline are PCI DSS compliant and all credit card information is stored securely.

Our use of Cookies and other information gathering technologies

This website uses cookies. For more information on cookies and how they affect your access to this website, please click [here](#).

How we protect your information

The Internet is not a secure medium. However we have installed a mechanism that uses digital server identities so that you can be sure that the website you access is ours. This is done using one of the Internet Trusted Certification Authorities. When you access the secure pages of our site, your browser will be provided with an electronic certificate confirming that you have accessed our site and all communications will be encrypted. When you make a reservation, request information or leave feedback that is then passed on to the relevant destination using the same level of encryption, this includes credit card verification. Firewalls are used to block unauthorised traffic to the servers and the actual servers are located in a secure location which can only be accessed by authorised personnel.

Social Media

We may use information from online sources, such as websites, social media and information sharing platforms. This information may be used to help tailor and improve our services.

We may use various social media features such as the Facebook "Like" button on our websites and mobile applications. Certain information may be shared or otherwise provided to us through your use of these features. Subject to your account and privacy settings, we may also be able to see information that you post

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when using these social media platforms whether or not you are using one of our services. In some instances, depending on the circumstances, we may contact you on these social media platforms.

The information you post on social media sites as well as the controls surrounding these disclosures are governed by the respective policies of these third parties. Where we use information from these sources, we will respect any permission you have set about how you would like your information to be used for each source. We recommend you routinely review the privacy notices and preference settings that are available to you on any social media platforms To learn more about opting out of certain types of targeted advertising, please see the “Managing cookies and opting out” section above.

Wi-Fi

When you use our Wi-Fi service, we will automatically collect a device identifier (such as your IP address, MAC Address, mobile phone name or other unique identifier) for the computer, mobile device, technology or other device you use to access our network. A device identifier is a number that is automatically assigned to your device when you access our network, and we may identify your device by its device identifier. Your information is retained for 30 days before being automatically removed.

Updating your details

If any of the information that you have provided to Shap Wells Hotel changes (for example if you change your e-mail address, name or payment details or if you wish to cancel your subscription), please let us know. Please send an email to sales@shapwellshotel.com or by sending a letter to; Shap Wells Hotel, Shap, Nr Penrith, CA10 3QU.

Your consent

By submitting your information, you give your consent to the use of that information as set out in this Privacy Policy. If we change our Privacy Policy, we will post the changes on this page, and may place notices on other pages of the web site, so that you may be aware of the information we collect and how we use it at all times. We will also e-mail you should we make any changes so that you may consent to our use of your information in that way. Continued use of this website will signify that you agree to any such changes. Because the Internet infrastructure is global, the information you provide may be transferred outside the European Union. However, we will continue to abide by and apply the data protection and data security laws and principles as set out by the European Union.