

# **PRIVACY NOTICE**

## What kind of personal data do we collect?

We can't help you book the perfect stay without information, so when you use our services there are certain pieces of information we ask for. This is pretty basic stuff – your name, preferred contact details, the names of anybody travelling with you and your payment information. You may decide for yourself to submit special requests for your upcoming Trip (for example, certain preferences such as meal preferences and any mobility restrictions). In addition to this, we also collect information from your computer, phone, tablet or other device you are using to access our services. This includes the IP address, the browser you use, and your language settings. There are also situations in which we receive information about you from others or automatically collect other information. This is the basic overview of the information we collect. Guests can also be asked to provide a review to help ensure future guests get exactly what they're looking for. We will collect information from you included in your reviews.

## How we use your information

This privacy notice tells you what to expect when Alison House Hotel collects personal information. It applies to information we collect about:

- [visitors to our websites](#);
- [complainants and other individuals in relation to a data protection or freedom of information complaint or enquiry](#);
- [people who use our services, eg who subscribe to our newsletter or request a publication from us](#);
- [people who notify under the Data Protection Act](#);
- [Job applicants and our current and former employees](#).

## Visitors to our websites

When someone visits [www.alison-house-hotel](http://www.alison-house-hotel) we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

## Use of cookies by Alison House Hotel

You can read more about how we use cookies on our [Cookies page](#).

### Search engine:

Our website search and decision notice search is powered by System Associates. Search queries and results are logged anonymously to help us improve our website and search functionality. No user-specific data is collected by either Alison House Hotel or any third party

## People who make a complaint to us

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

When we take enforcement action against someone, we may publish the identity of the defendant in our Annual Report or elsewhere. Usually we do not, identify any complainants unless the details have already been made public.

## Job applicants, current and former Alison House employees

Alison House Hotel is the data controller for the information you provide during the process unless otherwise stated. If you have any queries about

the process or how we handle your information please contact us at [info@alison-house-hotel.co.uk](mailto:info@alison-house-hotel.co.uk)

## What will we do with the information you provide to us?

All of the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

## What information do we ask for, and why?

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask for but it might affect your application if you don't.

## Application stage

If you use our online application system, this will be collected by a data processor on our behalf (please see below).

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all of this information.

You will also be asked to provide equal opportunities information. This is not mandatory information – if you don't provide it, it will not affect your application. This information will not be made available to any staff outside of our recruitment team, including hiring managers, in a way which can identify you. Any information you do provide will be used only to produce and monitor equal opportunities statistics.

## Conditional offer

If we make a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide:

- Proof of your identity – you will be asked to attend our office with original documents, we will take copies.
- Proof of your qualifications – you will be asked to attend our office with original documents, we will take copies.
- You will be asked to complete a criminal records declaration to declare any unspent convictions.
- We may provide your email address to the Government Recruitment Service who will contact you to complete an application for a Basic Criminal Record check via the Disclosure and Barring Service, or Access NI, which will verify your declaration of unspent convictions.
- We will contact your referees, using the details you provide in your application, directly to obtain references
- We will also ask you to complete a questionnaire about your health. This is to establish your fitness to work. This is done through a data processor (please see below).

If we make a final offer, we will also ask you for the following:

- Bank details – to process salary payments
- Emergency contact details – so we know who to contact in case you have an emergency at work
- Membership of a Civil Service Pension scheme – so we can send you a questionnaire to determine whether you are eligible to re-join your previous scheme.

## How long is the information retained for?

If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration

of your employment plus 6 years following the end of your employment. This includes your criminal records declaration, fitness to work, records of any security checks and references.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for 6 months from the closure of the campaign.

Information generated throughout the assessment process, for example interview notes, is retained by us for 6 months following the closure of the campaign.

Equal opportunities information is retained for 6 months following the closure of the campaign whether you are successful or not.

Vacancy Filler will provide us with management information about our recruitment campaigns. This is anonymised information which tells us about the effectiveness of campaigns, for example, from which source did we get the most candidates, equal opportunities information for monitoring purposes. This anonymised information will be retained for 6 years from the end of the campaign.

## ■ Your rights

Under the Data Protection Act 1998, you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>