

Privacy Policy & Data Protection

Cherry Blossom Guest House, Whitby is committed to preserving our customer's privacy.

Our Privacy Policy is contained below and provides a detailed explanation as to how we may use your personal information provided to us or any we collect through legal means.

What Data Do We Hold?

Cherry Blossom Guest House, Whitby keeps all emails, phone numbers and bookings.

All requests through our website and booking.com, including enquiries and bookings are logged including the customer's name, address, phone number, email and enquiry details. All passwords are encrypted.

We also log traffic, location and interaction data through our website. These details come from your visit to our site and any resource tools you use while on the site, no personal data is logged through this system.

How We Use Your Data.

The business and website data is used for bookings and financial reasons. If you have supplied an email address, this may be used for communication of offers and news. All emails sent for these purposes have an unsubscribe button.

How We Store Your Data and Security.

Cherry Blossom Guest House, Whitby has two areas where it stores customer's data, in the business and online.

The data in the business is kept in a locked cabinet or on a secure device.

The business and website use phones, tablets, laptops and PCs.

Our online content is stored on CGC Designs server using Secure Sockets Layer (SSL) and the devices that access them have passwords. The server is maintained and managed by 20i. 20i are a hosting company based in Nottingham which specialises in hosting and Internet security, below is their website for more information. Hosting and Emails have an SSL certificate. All passwords are encrypted and can't be seen by ourselves, 20i or CGC Design, but they can change the password if required.

<https://www.20i.com/>

How Long We Keep Data and Why

In the business, the data is kept until the customer has requested the data to be destroyed or when it is over seven years. The business holds the collected information for seven years for accountancy reasons.

The website keeps the data until you have unsubscribed. Our online data needs to be kept due to financial accounting and returning customers.

Who Has Access To Your Data And Devices

Only our staff has access to our data and devices. Our data is locked away and, our devices are passworded.

Do We Share Data With Anyone – If So Who?

We don't share any information with anyone.

Use of Cookies

Circumstances may arise when we may need to gather information about your computer to help provide appropriate services or products to you. The data collected is solely statistical data, which will not be shared with anyone.

The facts collected about you are statistical only. No identifying information will be shared about our visitors and how they made use of our site.

Cookies are used to collect general online statistics by downloading and using a cookie file. A cookie file may be downloaded without prompting. It will be placed on your hard drive with information transferred to the hard drive allowing the cookies to be used for data collection. A cookie is used to improve any services/ products, or overall website characteristic we offer you.

Any computer has the option to reject cookies. Your web browser options include an "enable" button to decline cookies. It is imperative that you understand by declining cookies you may be limiting your access to sections of our website.

E-mail addresses

If you send us an email or give us your email address, we will retain your email address. However, we do not share our email lists.

Changes to our privacy policy

If we make any changes to our privacy policy in the future, these will be posted to this page to keep you up to date with any developments.