

Rydal Hall Limited

Privacy Policy

Rydal Hall Limited is committed to preserving the privacy of all visitors to our website. Please read the following privacy policy to understand how we use and protect the information that you provide to us. Rydal Hall may review and revise this privacy policy at any time by updating this posting therefore you should check this website from time to time.

Rydal Hall Limited

Rydal Hall Limited is a wholly owned subsidiary of the Carlisle Diocesan Board of Finance and is the management company undertaking day to day management of the site on behalf of the Diocese. Rydal Hall Limited is registered in England and Wales, Company registration number 02561024, Charity registration number 1176419, registered office Church House, Friargate, Penrith, CA11 7XR

Information that we collect from you

When you use this website you may submit information to us through our online booking system or webpages in order to make a reservation or an enquiry. You may also be a subscriber to any of our services and offers. We may also collect information about you from messages you post to the website and e-mails or letters you send to us.

Use of your information

We will hold your information securely and use it only in compliance with the applicable current data protection laws. We will use your information to provide you with legal updates and the other information that you have requested. We may also use and analyse the information we collect so that we can administer, support, improve and develop our business.

Where you have consented, we might also use your information to let you know about other offers or events that may be of interest to you. If you change your mind about being contacted in the future, please let us know contacting mail@rydalahall.org

Disclosure of your information

The only parties who we disclose your information to are :-

- Our employees who process the information for the purposes for which you have made it available to us.

- Our suppliers, advisers and auditors who may have incidental or necessary access to your information in the process of providing services to us, however they will also be obliged to treat your information as confidential.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Email - marketing and automated communication

All emails sent by Rydal Hall follow the procedure and rules outlined below.

Consent to send emails

With the exception of confirmation, modification and cancellation emails that are triggered immediately by guest updates, all other email types sent through by Rydal Hall are considered Commercial Electronic Messages (“CEMs”) and are subject to email sending and spam laws around the world. Consent is normally implied via the business relationship of booking a reservation, but it is important to understand the details.

To send a CEM, we obtain and maintain consent from you. Without consent we are not allowed to send marketing emails to our subscribers.

Consent can be either express or implied.

Express Consent is when you give your express permission for us to send you emails. You can give this express consent in person, over the phone or via a double opt-in email. Such consent remains valid indefinitely unless you select to be unsubscribed from future email communications.

Implied Consent is granted when you make a reservation with us or you otherwise willingly give us your email address via other means such as entering a contest.

For “transactions” (reservations) implied consent is valid for 2 years from the date we receive your consent.

For “inquiries (other contact sources, such as clicking an email link), implied consent is valid for 6 months.

Transfers of Data

Information that you submit to us by email or through our website may, incidentally in the course of transmission, be transferred outside of the European Economic Area (EEA). However we will not otherwise transfer your information outside of the EEA. This is because the laws protecting information outside of the EEA may be less protective than those within the EEA where data protection laws are consistent.

Cookies

A cookie is a small text file that's stored on your computer, tablet or phone when you visit a website. Some cookies are deleted when you close your browser. These are known as session cookies. Others remain on your device until they expire, or you delete them from your cache. These are known as persistent cookies and enable us to remember things about you as a returning visitor.

If you want to know more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org. Alternatively, you can search the internet for other independent information on cookies.

If you delete cookies relating to this website we will not remember things about you, including your cookie preferences, and you will be treated as a first-time visitor the next time you visit the site. We use cookies (and other similar technologies) to:

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- Remember preferences you set within your accommodation searches and/or bookings
- Analyse information related to marketing via search engines eg. Google "Essential" Cookies enable us to provide a product or service you have requested and to provide a secure online environment.

Without cookies we may not be able to provide some products or services that you might request. Our third-party marketing partners may set cookies before you reach our site. If you wish to prevent this type of cookie sometimes known as a 'third party' or 'analytical' cookie, you may do so through your device's browser security settings. You will sometimes see our advertising or special offers on other websites. Cookies provided by the other website or advertising network can tell us how effective this is. For example, if you click on one of our advertisements, the website owner might use a cookie to tell us that you came from their site.

Accessing and updating

You are entitled to see the information which we hold about you and you can ask us to make any necessary changes to ensure that it is accurate and kept up to date. If you wish to do this, please contact our Data Compliance team at mail@rydalahall.org