

We are committed to safeguarding and preserving the privacy of our visitors. This policy will explain what information we collect from you, how we store it and how we use it.

Website Tracking

Google and or Wordpress website tracking software is employed to see how many pages and which pages of our website have been viewed along with the location of where interest has come from. It does not however show individual's information unless you have contacted us directly through the contact pages of our website. We, to answer your specific enquiry or process a booking, only use the information you supply at this time. Also only relevant information for this purpose is utilised eg. Your email address - so we can reply to your enquiry or your dietary information should you require this to be considered at a booking.

Social Media

Social media pages information sharing is governed by how much you wish to share with us in the normal running of Facebook, Twitter and Instagram. You are able to 'follow', 'like', 'tweet' etc. We do not utilise your social media profiles for any purposes. You are also free to 'unsubscribe', 'un-follow' etc whenever you choose.

Direct marketing.

With your consent we will add your email address to our securely kept direct marketing list, which is never shared with a third party. This direct marketing list is only used to inform you occasionally of news and offers. If at any time you wish to be removed from this list, you have the ability to automatically 'unsubscribe'. We use IContact which is an online marketing facility for our marketing emails to you, which has automatic safeguards within it to hold information securely and remove your information immediately you request it.

Booking information

Booking information is passed to us by Online Travel Agents eg. Expedia or Booking.com or collected by us directly from you. Again only relevant information required for the processing of a booking is held eg. Name, address, tel no., email address, special requirements, credit card details, payment history. Certain identity/booking information is required by law to be kept by us for a minimum of 12 months. Credit/debit card details are kept securely within our electronic diary management system (Eviivo) who conform to all Data Protection security criteria. Your information (not credit/debit card numbers) is held on a database, which is password protected on a password protected server on a secure hidden password protected network. We will actively use your booking information, prior to arrival, during your stay and within 1 month following your departure and to assist process future repeat bookings made by you.

Customer use of our WiFi

For safeguarding reasons, we employ a authorised company, who manage our firewall, site connections, remote VPN and instruction detection. They also conform to RIPA codes (Regulation of Investigatory Powers Act (2000) which enables them to provide information to the police in relation to internet usage that may help their investigations into terrorism, crime, public safety issues.

Right of Access

As a customer you have rights of access to any information we hold on you. If you wish to see this information please email us on info@fourwindsleisure.com and we will supply. We will ask you for security information to ensure we are providing your information to the correct person before release of this information.

The Right to be forgotten

You can request that we remove all of your personal data from our systems as long as it does not conflict with information we are required to keep under other legislation eg. Holding reservation and identity information for a minimum of 12 months under 'Immigration (Hotel Records) Order 1972', or financial information for 7 years from the last financial transactions between you and us to conform with HMRC requirements. If you do make this request we will ask for security information to ensure we are providing this service to the correct person and will then advise which information we are able to remove from our systems to conform with law and then provide confirmation in writing to you once this has been done.