

## Legal Information for Ballylickey House and Gardens

**Name of the Property:** Ballylickey House & Gardens

**Address for the Property:** Ballylickey House, Bantry, Co.Cork, P75VR68

**Company Name:** Ballylickey House and Gardens LTD

**Registered Company Address:** Ballylickey House, Bantry, Co.Cork.

P75VR68

**Company Number:**

**VAT Number:** 3570983IH

**General Manager's Name:** Philippa Thiel

**Contact Phone No. / Email Address:** +353 87334 7117/

bookings@ballylickeyhouse.com

### *Legal Information for the Hosting Company:*

*Name of Hosting Company: Seek Internet Solutions Ltd trading as I Seek*

*Registered Address: Unit 2 Hillview Campus Euro Business Park Little Island Co*

*Contact Phone No. / Email Address: 021 242 9494 /*

*support@iseek.ie*

*Website: www.iseek.ie*

## Privacy Policy (Last Updated 29/07/2019)

BALLYLICKEY HOUSE AND GARDENS Ltd is committed to protecting and respecting your privacy. We adhere to the Privacy Policy (the "Policy") together with any disclaimers sets out the basis on which any personal data we collect from you, or that you provide to us, or that is provided to us relating to you ("Data") by any means will be processed. Please read the following carefully to understand our use of personal data. Please note that the Policy relates only to living individuals in relation to personal data relating directly to themselves, and not to persons in any other capacity.

We may update this policy from time to time, so please check here frequently. The Hotel will not disclose identifiable user information to any third party without consent.

### **Information we may collect from you**

We collect personal data from you which you volunteer when you provide such personal data to us, or via our services with which you interact. We may also be given other personal data relating to you by other persons, or we may obtain such other personal data about you as may be provided to us in the course of our legitimate business activities.

We may collect and process Data. Including the following in the course of providing services to you, which could contain your personal data: your full name; your address; your various email addresses; your various phone numbers including mobile phone numbers; your nationality; your address; financial information about you, including your bank account details, credit card details, or other payment details; details of contracts you have entered with third parties for us to provide services to you; details of your relationship to other parties; details of your membership of professional or other organisations; your date of birth; details of your children and other relations; medical details, including details of allergies; details of your car registration number; details of your driving licence; details of your passport and all other Data which you ask us to process on your behalf, or which is necessary for us to process in order for us to fulfil our role as providing accommodation, gym, leisure. Retail or food related services to you.

We may also process other data, which is not personal data.

When you access our website or wi-fi facilities, your device's browser provides us with information such as your IP address, browser type, access time and referring URL which is collected and used to compile statistical data. This information may be used to help us to improve our website and the services we offer, and to offer services to you.

### **Security and where we store your personal data**

We are committed to protecting the security of your personal data. We use a variety of security technologies and procedures to help protect your personal data from unauthorised access and use. As effective as modern security practices are, no physical or electronic security system is entirely secure. We cannot guarantee the complete security of our databases, nor can we guarantee that information you supply will not be intercepted while being transmitted to us over the Internet. We will continue to revise policies and implement additional security features as new technologies become available.

The transmission of information via the internet is not completely secure and may involve the transfer of data to countries outside of the European Economic Area (EEA). This occurs typically through use of cloud solutions for web hosting, email hosting or proprietary software solutions delivered to us through the Cloud. We do not however authorise any third party to use your personal data for their own purposes. Non EEA countries may not provide an adequate level of protection in relation to processing your personal data. By submitting your data, you agree to this transfer, storing and processing.

Although we will do our best to protect your personal data, we cannot guarantee the security of your personal data transmitted to us. Any transmission of data is at your own risk. Once we receive your personal data,

we use appropriate security measures to seek to prevent unauthorised access.

## **Uses made of your personal data**

We use your personal data that we hold to:

- In our legitimate interest of advertising our services, provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes (our list of services below);
- Carry out our obligations arising from any contracts entered into between you and us;
- In our legitimate interest of advertising our services, provide details of any loyalty scheme or promotion;
- Comply with legislation; and/or
- Notify you about changes to our services.

## **List of services**

- Accommodation
- Leisure
- Swimming Pool
- Restaurant, bar service and other food related services.

We may use your data to send you information relating to our services, events and products which may be of interest to you. If you do not want us to use your data in this way, please notify us to that effect. You can contact us at any time on +353 87334 7117 or at [bookings@ballylickeyhouse.com](mailto:bookings@ballylickeyhouse.com)

We keep your Data for varying periods according to our Retention Schedule.

## **Disclosure of your information**

We may disclose your Data to third parties who provide a service to us or in the event that we sell or buy any business or assets, in which case we may disclose your Data to the prospective seller or buyer of such business or assets or if we are under a duty to disclose or share your Data in order to comply with any legal obligation, or to protect our rights, property, or safety of staff or customers. Currently we disclose your Data to the following providers.

Provider/Recipient

(State "EU" or alternatively state jurisdiction to which the Data is transferred)

- Bookassist -
- Mailchimp -
- Concept -
- Worldpay -
- Opera -
- Avenista -

- Cendyn/Guestfolio -

Some jurisdictions may not have adequate safeguards for the protection of personal data, and where this is the case we comply with Chapter 5 of the General Data Protection Regulation (“GDPR”) to provide an alternative method of safeguarding your personal data.

### **Links to other sites**

We may provide links to a number of other web sites that we believe might offer you useful information and services. However, those sites may not follow the same Privacy Policy. Therefore, we are not responsible for the Privacy Policies or the actions of any third parties, including without limitation, any website owners whose sites may be reached through this website. We urge you to contact the relevant parties controlling these third party sites or accessing their online policies for the relevant information about their data collection practices and privacy policies before submitting any personal information or other sensitive data.

### **Your rights**

As an individual, under EU law you have certain rights to apply to us to provide information or make amendments to how we process data relating to you. These rights apply in certain circumstances and are set out below: -

1. The right to access data relating to you (‘access right’).
2. the right to rectify/correct data relating to you (‘right to rectification’).
3. The right to object to processing of data relating to you (‘right to object’).
4. The right to restrict the processing of data relating to you (‘right to restriction’).
5. The right to erase/delete data relating to you (i.e. the “right to erasure”).
6. The right to ‘port’ certain data relating to you from one organisation to another (‘right to data portability’).

The controller for the purposes of GDPR is Ballylickey House and Gardens Ltd

Questions, comments, requests and complaints regarding this Policy and the information we hold are welcome and should be addressed to us at Ballylickey House, Bantry, Co.Cork or [bookings@ballylickeyhouse.com](mailto:bookings@ballylickeyhouse.com)

All requests will be dealt with promptly and efficiently.

### **Children's Privacy & Parental Consent**

Please be aware that we have not designed this website for, and we do not intend for it to be used by, anyone under the age of 18 years. Accordingly, this website should not be used by anyone under the age of 18 years. Our Privacy Policy prohibits us from accepting users who are under the age of 18 years. We specifically request that persons under the age of 18 years do not

use this website or submit or post information to the website. Should we inadvertently acquire personal information or other data from users under the age of 18 years, we will not knowingly provide this data to any third party for any purpose whatsoever, and any subsequent disclosure would be due to the fact that the user under age 18 years used the website and submitted personal information without solicitation by or permission from us.

## **Cookies Policy**

This Policy outlines how we may use Cookies on our website. To make this website work properly, we may place small data files called Cookies on your device. Cookies used by us enable us to improve our website and to deliver a more personalised service for you.

### *What are Cookies?*

Cookies are text files containing small amounts of information that are downloaded to your device when you visit our website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that Cookie. Cookies are useful because they allow a website to recognise a user's device. It enables the website to remember your actions and preferences (such as login, language, font size and other display preferences) over a period of time, so you don't have to keep re-entering them whenever you come back to the website or browse from one page to another. There are a number of different types of Cookies, each having a different purpose. For example, certain Cookies are used to remember a user's action, to identify the user or for online behavioural advertising.

### *What types of Cookies may be used?*

#### **Strictly Necessary Cookies**

Strictly Necessary Cookies are essential in order to enable you to move around the website and use its features. We use these Cookies to enable the services which you have specifically asked for.

#### **Performance Cookies**

Performance Cookies are Cookies which collect information on how visitors use a website, i.e. which pages visitors go to most. We use these Cookies to collect information anonymously on the pages which you have visited.

#### **Functional Cookies**

Functional Cookies are Cookies which allow the website to remember choices made by the user (name, address, language). We use these Cookies to remember choices made to improve our users experience.

#### **Advertising Cookies**

Advertising Cookies are Cookies which are used to deliver adverts more

relevant to a user's interests. They remember that a user has viewed a website before. They are often linked to the functionality of the site. We use these Cookies to collect information about your browsing habits in order to make advertising relevant to you and your interests.

### **Tailored Advertising**

If you have Cookies enabled on your device, we will present you with advertisements relevant to our website. Google and third-party vendors show our advertisements across different internet sites. If you have Cookies switched on you may see advertisements for this website on other websites.

### **Third Party Cookies**

We may install third party cookies on our website. Third party cookies are cookies that are set by a domain other than the website that is being visited by the user. If a user visits a website and another entity sets a cookie through that website, this would be a third-party cookie.

### **What Cookies are used on the website?**

The following Cookies are used on the website – in order to opt out of any of these Cookies, please see the section below entitled “How can consent be withdrawn to Cookies collection?”

#### **Bookassist Cookies:**

- Bookassist session cookie is a Strictly Necessary cookie, it's essential for the service, it maintains the user session. It's controlled by Bookassist; it expires with the session.
- Bookassist conversion tracking cookie is a Performance cookie, it's essential for the service, it tracks conversion statistics. It's controlled by Bookassist; it expires in 1 year.
- Bookassist booking reference cookie is a Functional cookie, it's not essential for the service, it saves user preferences. It's controlled by Bookassist; it expires in 1 year.
- Bookassist cookies policy cookie is a Functional cookie, it's essential for the service, it's used to show cookies policy on first visit. It's controlled by Bookassist; it expires in 1 year.
- Bookassist Home Popup and Abandon Popup cookies are Functional cookies, essential for the service, used to collect information about popups. They are controlled by Bookassist; they expire with the session.
- Bookassist newcms cookie is a Functional cookie, it's essential for the service, it saves user preferences. It's controlled by Bookassist; it expires with the session.
- Bookassist CMS cookie is a Functional cookie, it's essential for the service, it maintains session in hotel's website and maintains user preferences such as language. It's controlled by Bookassist; it expires in 1 year.

## Google Cookies:

- Google Cookies are Third Party cookies controlled by Google, and can be accessed by Bookassist and the hotel. For information about Google cookies, see: <https://policies.google.com/technologies/cookies>
- Google Analytics is a Third Party Performance cookie, it's essential for the service, it's used to collect information on how the website is used. See more information about Google Analytics here: <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage?hl=en>
- Google Remarketing is a Third Party Advertising or Tailored Advertising cookie, it's not essential for the service, it's used to deliver advertising relevant to your interests.
- Google Adwords is a Third Party Performance cookie, it's not essential for the service, it's used to collect statistical information about use and conversion.

## Other Third Party Cookies:

- Facebook, Twitter and Google+ are Third Party cookies used for Social Media sharing, not essential for the service. They are controlled by those third parties.
- Vimeo and Youtube are Third Party cookies used to provide video, not essential for the service. They are controlled by those third parties.

*Will the Cookies be used for any other purposes than those stated above?*

The Cookies will not be used for any purpose other than the ones stated above, notwithstanding that this Cookie Policy may change from time to time. As such it is your duty to ensure that you have read the most up to date Cookie Policy whenever you use our services or visit our website.

*How can consent be withdrawn to Cookies collection?*

You can control and/or delete cookies as you wish – for details, see [www.aboutcookies.org](http://www.aboutcookies.org). You can delete all Cookies that are already on your computer and you can set most browsers to prevent them from being placed. If you do this, however, you may have to manually adjust some preferences every time you visit a website and some services and functionalities may not work.

Should you wish to opt out of Google Analytics in particular please visit the Google Analytics opt-out page <https://tools.google.com/dlpage/gaoptout/>

Should you wish to opt out of Tailored Advertising in particular please visit the Network Advertising Initiative opt-out page <http://www.networkadvertising.org/choices/>

Please note that by blocking Cookies, you may not be able to use the full functionality of this website, in particular the use of the booking engine to complete a reservation.

### **Your right to privacy?**

We respect your right to privacy. Any personal information which you provide on this website will be treated with the appropriate standards of security and confidentiality and in accordance with the General Data Protection Regulation 2016/679 and associated national legislation.

If, after supplying personal information, you require a copy of it or you wish to discuss, correct or delete it, please contact us. See our Privacy Policy above for further details.

### **Changes to this policy**

We reserve the right to change this Policy from time to time in our sole discretion. If we make any changes, we will post those changes here so that you can see what information we gather, how we might use that information and in what circumstances we may disclose it. By continuing to use our site or our services or otherwise provide data after we post any such changes, you accept and agree to this Policy as modified.

### **Contact Us**

Questions, comments, requests and complaints regarding this Policy and the information we hold are welcome and should be addressed to us at [bookings@ballylickeyhouse.com](mailto:bookings@ballylickeyhouse.com)

All requests will be dealt with promptly and efficiently.