

# Privacy Policy

The Diplomat Hotel Restaurant & Spa is committed to ensuring that your right to privacy online is maintained. Information about you with which you supply us will only be used by us to fulfil a reservation made by you or to enable us to provide you with a better service. Our policy below outlines the type of personal information we collect and how we use it.

## **What personal information do we collect about you?**

### **When browsing the site**

When you simply visit our web site no personally identifiable information is collected about you.

### **When making a reservation**

When you make a reservation we ask you for your name, postal and email addresses, company name and your telephone number. Once you have made a reservation, we will retain those personal details provided. We will also ask you to provide us with your credit/debit card details to enable us to secure your reservation.

You are always free to refuse to provide personal information to us, but this may limit our ability to serve you.

Please contact us to update any personal information.

### **When subscribing to our mailing list(s)**

Occasionally we send e-mail and postal newsletters to keep our customers up to date with our latest offers and information.

### **Use of your information**

The Diplomat Hotel Restaurant & Spa will use your information in order to process your reservation or enquiry, invoice you and to contact you where necessary. Unless you have indicated that you do not wish to receive such information, we may provide you with information from time to time about our services, special offers and other initiatives.

Under no circumstances does The Diplomat Hotel Restaurant & Spa ever share your information with any other companies or individuals except to the extent that is necessary to process your reservation or enquiry. Credit and debit card information will only be stored for the purpose of taking payment for services provided. When you make a reservation, your details will be passed to Secure Trading, a third-party payment processing gateway in order to securely verify your card details.

## **Use of Cookies**

This web site uses cookies to enable you to make reservations, you must have cookies enabled to order on this site. We do not use cookies to collect any data about you from which you can be identified.

## **Information stored**

Information held about persons using the web site to make online reservations will be retained on our computer for record purposes only.

The Diplomat Hotel Restaurant & Spa takes appropriate steps to ensure that your privacy is maintained. Access to your personal information is restricted to those members of our staff who require such access in order to carry out their duties.

We do not currently, and will not in the future, provide any of your personal information to other companies or individuals without your permission.

Please note that this Privacy Policy and our procedures apply only to The Diplomat Hotel & Spa web site and not to any site which is linked to our site.

## **Internet Security**

Whilst this Policy has been designed to protect your privacy, we cannot guarantee that data transmission over the internet is 100% secure. As a result of this whilst we maintain this Privacy Policy in order to protect your information we cannot guarantee or warrant security of any personal information that you provide us with, and such transmission is made by you at your own risk.

If you have any queries about this Privacy Policy or if you need any further information, please email us on [info@diplomat-hotel-wales.com](mailto:info@diplomat-hotel-wales.com)