

Victoria House Data Protection Policy

Our data protection policy describes how Victoria House protects your privacy when collecting and using personal information provided by you.

Emails

If you receive emails from us, you have either stayed with us and agreed to receive marketing information or you have subscribed through an online form. Based on your consent, we use your email address to send direct marketing information to you. These emails contain information in relation to our accommodation, such as exclusive offers, events or news. If you no longer wish to receive our newsletter, you can unsubscribe at any time, by clicking the "Unsubscribe" link in the footer of any of our newsletters.

Compliance

Victoria House will fully comply with the Data Protection Act 2018 which states that personal information must be:

- used fairly, lawfully and transparently
- used for specified, explicit purposes
- used in a way that is adequate, relevant and limited to only what is necessary
- accurate and, where necessary, kept up to date
- kept for no longer than is necessary
- handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage.

We do not collect sensitive information, such as:

- race
- ethnic background
- political opinions
- religious beliefs
- trade union membership
- genetics
- biometrics
- health
- sex life or orientation.

Your rights

Under the Data Protection Act 2018, you have the right to find out what information we store about you. These include the right to:

- be informed about how your data is being used
- access personal data
- have incorrect data updated
- have data erased
- stop or restrict the processing of your data
- data portability (allowing you to get and reuse your data for different services)
- object to how your data is processed in certain circumstances.

Victoria House recognises that the above principles relate to both paper and electronic systems of record keeping. Data is stored electronically on a password-protected computer, and if it needs to be transferred it will be encrypted. Electronic data is backed up to the cloud, however no paper data is retained. Individuals' personal information will not be disclosed to any other party, unless with specific permission of the person to whom it relates. Any person may request that their details are amended or removed from our records at any time. Any person may request a copy of their information at any time.

Victoria House acts as Data Controller and is responsible for determining how we collect and process personal data. Access to this data will only be given to individuals within Victoria House on a 'need to know' basis, and before being given access to data, individuals will be made aware of this policy and our procedures for handling personal data.

Review

This policy will be reviewed annually in January of each year.

Last review date: 3rd February 2025