

Sykes Lodge – Privacy Policy

At Sykes Lodge, we are committed to protecting your privacy and safeguarding any personal information you provide to us. This policy explains what information we collect, how we use it, and the steps we take to keep it secure.

Information We Collect

- Name, address, telephone number, and email address.
- Booking details such as dates of stay, number of guests, and any special requirements.
- Payment details (processed securely via our booking provider; we do not store card information ourselves).
- Any additional information you choose to provide to help us tailor your stay.

How We Use Your Information

- Process and confirm bookings.
- Communicate with you about your stay.
- Provide customer service and respond to enquiries.
- Meet legal and regulatory obligations (e.g. record-keeping, taxation).
- Improve our services and guest experience.

How We Store and Protect Your Information

- All personal data is kept securely and is only accessible by authorised individuals.
- We only keep your information for as long as necessary to fulfil bookings and meet legal obligations.
- Once no longer required, data is securely deleted or destroyed.

Sharing of Information

- We do not sell or trade your personal information.
- We may share limited information with:
 - - Our booking platform or agent (if used) to process reservations.
 - - Professional service providers (such as accountants or IT support) who are bound by confidentiality agreements.
 - - Legal or regulatory authorities if required by law.

Your Rights

- Access the personal information we hold about you.
- Request corrections if your information is inaccurate or incomplete.
- Request deletion of your data where appropriate.
- Object to or restrict the processing of your data.
- Withdraw consent where we rely on it for processing.
- If you wish to exercise any of these rights, please contact us directly.

Cookies and Website Use

- If you access Sykes Lodge information via our website, cookies may be used to improve your browsing experience. These do not collect personal data unless you choose to provide it.

Contact Us

- Sykes Lodge
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- Email: alexandraeddlethorpe@gmail.com
- Phone: 0333 0145 840