

Privacy Policy

Effective Date: 28.4.25

Welcome to **Teifi Waterside Hotel, Cardigan** ("we," "our," "us").

We respect your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, contact us, stay at our hotel, or use any of our services.

1. Information We Collect

We may collect and process the following data about you:

- **Personal Identification Information:** Name, email address, postal address, phone number, and payment details.
- **Booking Information:** Dates of stay, room preferences, special requests, and details of your booking history.
- **Technical Data:** IP address, browser type, device information, and browsing behaviour on our website.
- **Marketing Preferences:** Your preferences in receiving marketing from us and your communication preferences.
- **Other:** Any additional information you provide when contacting us (e.g., dietary requirements, accessibility needs).

2. How We Use Your Information

We use your information for the following purposes:

- To process your reservations and manage your stay.
- To communicate with you regarding your booking, including confirmations and updates.
- To provide customer support and respond to inquiries.
- To improve our services, website, and customer experience.
- To send promotional materials (only where you have opted-in).
- To comply with legal obligations and protect our legal rights.

3. How We Share Your Information

We only share your personal information when necessary:

- **Service Providers:** With trusted third parties who provide services on our behalf (e.g., booking engines, payment processors).
- **Legal Requirements:** When required by law, regulation, or court order.
- **Business Transfers:** In the event of a merger, acquisition, or asset sale, your personal data may be transferred.

We do not sell, rent, or lease your personal information to third parties.

4. Data Security

We implement appropriate technical and organizational security measures to protect your personal information against unauthorized access, loss, destruction, or damage.

However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your data, we cannot guarantee its absolute security.

5. Your Data Protection Rights

Depending on your location, you may have rights under data protection laws, including:

- The right to access, correct, or delete your personal data.
- The right to object to or restrict the processing of your data.
- The right to data portability.
- The right to withdraw consent (where processing is based on consent).

To exercise any of these rights, please contact us at: enquiries@teifiwatersidehotel.wales Or [01239 612085](tel:01239612085)

6. Cookies

Our website may use cookies to enhance your browsing experience.

You can set your browser to refuse all or some browser cookies or alert you when websites set or access cookies.

7. Third-Party Links

Our website may include links to third-party websites. We are not responsible for the privacy practices or content of such websites. We encourage you to read their privacy policies.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

The updated version will be indicated by an updated “Effective Date” and will be effective as soon as it is accessible.

We encourage you to review this Privacy Policy periodically.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact:

Teifi Waterside Hotel

Poppit Sands Road,
Cardigan, Ceredigion,
Wales, UK

[01239 612085](tel:01239612085)

enquiries@teifiwatersidehotel.wales

GDPR Compliance Notice

Teifi Waterside Hotel, Cardigan

At **Teifi Waterside Hotel**, we are committed to complying with the General Data Protection Regulation (GDPR) (EU) 2016/679, ensuring your personal information is protected and processed lawfully, fairly, and transparently.

How We Use Your Information

We collect and process your personal data for the purposes of:

- Managing your hotel booking and stay.
- Communicating with you regarding your reservation or enquiry.
- Providing customer service and support.
- Meeting our legal obligations (e.g., tax and financial record-keeping).

Your information is only collected when necessary, and we will not use your data for purposes outside those described without seeking your explicit consent.

Your Data Protection Rights

Under GDPR, you have the right to:

- Access the personal data we hold about you.
- Request correction of incorrect or incomplete data.
- Request the deletion of your personal data ("right to be forgotten"), subject to legal obligations.
- Object to our processing of your personal data or request that we restrict processing.
- Request transfer of your data to another service provider ("data portability").
- Withdraw consent at any time where processing is based on your consent.

To exercise any of these rights, or if you have any queries regarding your personal data, please contact us at:

[01239 612085](tel:01239612085)

enquiries@teifiwatersidehotel.wales

Data Security

We have implemented appropriate technical and organisational measures to ensure a high level of security and confidentiality for your data.

Sharing of Your Data

We will only share your personal data with third parties where necessary to fulfil our services (e.g., payment processors or booking platforms) or where required by law. We do not sell or trade your personal data.

Retention of Data

We retain your personal information only for as long as necessary to fulfil the purposes we collected it for, including to satisfy any legal, accounting, or reporting requirements.

Contact Details

Teifi Waterside Hotel

Poppit Sands Road, Cardigan, Ceredigion, Wales, UK

[01239 612085](tel:01239612085)

enquiries@teifiwatersidehotel.wales