



## Privacy Policy

At The Retreats Group we adopt high standards to protect your personal information.

For this policy:

“The Retreats Group” refers to Twr y Felin Hotel, Penrhwiw Priory and Roch Castle.

Personal information means information about you that is personally identifiable like your name, address, e-mail address or phone number, and that is not otherwise publicly available and is not part of your work identification.

Your Personal information may be gathered in the following ways:

1. Making a reservation.
2. Providing the information to us by participating in a marketing initiative.
3. In order to continue to purchase and or provide goods to your company.

Below we will outline the type of information normally collected in each of these circumstances, the reasons for doing so, how we will use it and store it.

When making a reservation with any of our properties it is necessary for us to gather the following information in order to identify you, to be able to contact you and be able to process your reservation. This information will usually include your name, address, phone number, e-mail address and your credit card number and expiration date. We may gather other information such as dietary requirements and special requests.

From time to time, we may offer packages or other services that involve third parties. If you are partaking of such a package or service, your personal information will be shared with that third party to the extent necessary to provide that service and process the purchase or request.

The Retreats Group may use the information you provide to send you offers and information about our services. If you do not wish to receive such offers and information you may unsubscribe or opt-out by sending an email to [marketing@retreatsgroup.com](mailto:marketing@retreatsgroup.com), using the subject line "Unsubscribe", so indicating your request with sufficient personal identifiers so we can appropriately act on your request. All our marketing communication of this type will also contain instructions for unsubscribing.

For contractors on a monthly basis we will use your details to send invoices and other any other communications regarding your account. The data will be used for this purpose only.

### **When would we disclose any information?**

We disclose personal information only in these limited circumstances:

1. We may disclose a guest's personal information to an agent of the guest - for example, a travel agent who is booking a reservation on behalf of the guest
2. Personal information will be shared with the Twr y Felin, Penrhwiw Priory or Roch Castle so that they may provide the services you have reserved.
3. Personal information will be shared with a third party involved in supplying the guest with the services they have purchased to the extent necessary to effect the supply and the processing of the transaction.
4. Personal information may be shared with an agent retained by The Retreats Group to evaluate a customer's credit worthiness or in order to collect a customer's account.

5. Personal information may be shared with a public authority or an agent of public authority if in the judgment of The Retreats Group it appears that there is an imminent danger to life or property which could be avoided or minimized by disclosure of the information, or which disclosure is compelled by legal authority.

## Principles

1. The Retreats group will only collect and use your personal information for the purpose that has been identified.
2. We will ensure your information is protected when we deal with 3<sup>rd</sup> parties.
3. We will honour your request to access your personal information in as timely fashion as possible.
4. You may withdraw your consent to the use of your personal information for marketing purposes at any time, subject to legal or contractual restrictions and reasonable notice, by clicking the appropriate link on the email or by e-mailing us on [marketing@retreatsgroup.com](mailto:marketing@retreatsgroup.com) using 'Unsubscribe' as the subject line, and providing us sufficient personal identifiers so we can act effectively on your request. However, in either case, this may limit our ability to serve you.

If you have questions or concerns about our privacy practices or wish to make a request in respect of your personal information please contact us on [marketing@retreatsgroup.com](mailto:marketing@retreatsgroup.com) or if you prefer by writing us at :

**The Marketing Manager**  
**The Retreats Group**  
**Twr y Felin Hotel**  
**Caerfai Road**  
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