

# Carlisle City Hostel Ltd Privacy Policy

## Our contact details

Name: Carlisle City Hostel

Address: 36 Abbey Street

Phone Number: 07914 720821

E-mail: [info@carlislecityhostel.com](mailto:info@carlislecityhostel.com)

## The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

## How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Making a booking at our accommodation
- Enquiring into availability

We use the information that you have given us in order to confirm your booking and ensure we are ready to check you in on your chosen date.

We do not share this information with anyone outside the company.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us at [info@carlislecityhostel.com](mailto:info@carlislecityhostel.com) or on **07914720821**.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

## How we store your personal information

Your information is securely stored on our secure booking system.

We keep your name and contact details for 3 years. We will then dispose your information by deleting it from our system.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@carlislecityhostel.com](mailto:info@carlislecityhostel.com) or on **07914720821** if you wish to make a request.

### **Website Information:**

**Who we are:** Our website address is: <http://carlislecityhostel.com/wp>.

**Comments:** When visitors leave comments on the site we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection. An anonymized string created from your email address (also called a hash) may be provided to the Gravatar service to see if you are using it. The Gravatar service privacy policy is available here: <https://automattic.com/privacy/>. After approval of your comment, your profile picture is visible to the public in the context of your comment.

**Media:** Visitors to the website can download and extract any location data from images on the website.

**Cookies:** If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year. If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

**Embedded content from other websites:** Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website. These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

**How long we retain your data** If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognize and approve any follow-up comments automatically instead of holding them in a moderation queue. For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

**What rights you have over your data** If you have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you.

This does not include any data we are obliged to keep for administrative, legal, or security purposes.

**Where we send your data** Visitor comments may be checked through an automated spam detection service.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@carlislecityhostel.com](mailto:info@carlislecityhostel.com) or on **07914720821**.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>