



## Elterwater Independent Hostel Ltd

### Privacy Notice

Elterwater Hostel collects only the minimal personal information required by law and to manage its booking system, take payments, and to provide a high level of customer service. The information typically includes the name, address, email and telephone number of guests. The legal basis for collecting such information or processing data is 'performance of contract' and 'legitimate interest'.

No financial information, such as credit card details, is retained.

Elterwater Hostel works with a number of third party introducers, such as Booking.com, Hostelworld and Independent Hostels UK, which have their own data protection policies to which your attention is drawn. Elterwater Hostel does not share any data with these parties.

Elterwater Hostel uses booking software, currently Freetobook.com, in order to store and manage booking information. In this context we are 'joint data controllers' for the processing of your personal data.

Please see Freetobook's privacy statement:

<https://www.freetobook.com/diary/profile/privacy>

Personal data is used when Elterwater Hostel needs to contact you. The information is stored for up to 5 years so that we may comply with legal obligations required of all accommodation providers and to give good customer service and a warm welcome to our returning guests.

You can request a copy of the data we hold on you at any time. If you wish to raise a complaint, please make this in writing to the Hostel Manager at [manager@elterwaterhostel.co.uk](mailto:manager@elterwaterhostel.co.uk).

We will seek your consent before using any of your personal information for marketing purposes.

[www.elterwaterhostel.co.uk](http://www.elterwaterhostel.co.uk)

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