

Killashee Hotel Privacy Policy

Killashee Hotel respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data when you visit us or use our website and tell you about your privacy rights and how the law protects you.

This privacy notice is provided in a layered format so you can click through to the specific areas set out below. Please also use the Glossary to understand the meaning of some of the terms used in this privacy notice

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1. Important information and who we are

Purpose of This Privacy Notice

This privacy notice aims to give you information on how Killashee Hotel collects and processes your personal data, including any data you may provide through our website, when you make an enquiry on your own or a third party's behalf, when you stay with us, visit our hotel, sign up to our newsletter, purchase or avail of a product or service or take part in a competition.

We do not sell directly to children, normally if you are under the age of 18 you will need to be accompanied by an adult such as parents, guardians or other adult family members in which case they are required to take responsibility for your privacy.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of

how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

Controller

Cranberrylane Ltd. t/a Killashee Hotel is the controller and responsible for your personal data (collectively referred to as Killashee Hotel, "we", "us", "the Hotel" or "our" in this privacy notice).

We are owned and operated by PPL Property & Leisure Ltd, t/a FBD Hotels & Resorts, both organisations having their registered office at C/O PLL P&L, 3013 Lake Drive, Citywest Business Centre, Citywest, Dublin 24, and data may be shared with FBD Hotels & Resorts in the event of, for example, an insurance incident, multiple property enquiry or significant event arising that requires Director level input.

We have appointed a data privacy manager who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your rights, please contact the data privacy manager using the details set out below.

Contact details

Full Name of Legal Entity: Cranberrylane Limited t/a Killashee Hotel

Email Address: dp@killasheehotel.com

Postal Address: Killashee Hotel, Kilcullen Road, Naas, County Kildare, W91 DC98

Telephone Number: 045 879277

Changes to the privacy notice and your duty to inform us of changes

This version was last updated on 1st April 2022.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

We reserve the right in its sole discretion to amend this privacy statement at any time. You should regularly check this privacy statement for any amendments.

Third-party links

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

2. The data we collect about you

Personal data, or personal information, means any information about an identified or identifiable individual which is linked to that person by reason of the content, purpose or use of the information. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- a) **Identity Data:** includes first name, last name, date of birth, email address, postal address, phone number, vehicle registration number, and preferences for your stay. In the case of our corporate customers, we may also process job description, company name and contact details.
- b) **Financial Data** includes payment card details.
- c) **Transaction Data** includes details about payments to and from you, reservation dates and other booking details of products and services you have purchased from us.
- d) **Technical Data** includes IP address, click stream data which shows the traffic of your visit around this web site, the previous website address from which you reached us and they type of device you are interacting with us on.
- e) **CCTV Data:** includes video captured and recorded on our CCTV System.
- f) **Health Data:** includes information on allergies, mobility or other restrictions, medical conditions, sickness or injuries.
- g) **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Technical Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated data with your personal data sit gat it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice. We do not collect any information about criminal convictions and offences. If you fail to provide personal data Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this

case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

3. How is your personal data collected?

We use different methods to collect data from and about you including through:

- **Direct interactions.** You may give us your Identity Data, Health Data and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when book or purchase our services, including booking and purchasing
 - accommodation,
 - meeting rooms and/or event space
 - meals in our restaurants,
 - in our gym and
 - swimming pool and at our spas;
 - other recreational facilities such as kid's club, hairdressers, and adhoc lessons/sessions
 - subscribe to our service, newsletter or publications;
 - participate in any rewards programme;
 - request marketing to be sent to you;
 - participate in market research;
 - enter a competition, promotion or survey; or
 - provide some feedback on your experience via third party travel websites or directly with the hotel.

Automated Technologies or Interactions

As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. Please see our [cookie policy](#) for further details. These can be broken down as follows

Session Cookies

Session cookies last only for the duration of your visit and are deleted when you close your browser. They are essential for secure user navigation through the site and enable the delivery of basic functionality. Specifically they ensure the security and integrity of your session through the booking journey

Persistent Cookies

Persistent cookies last after you have closed your browser and allow us to remember your actions and website preferences. Killashee Hotel uses persistent cookies to analyse customer visits to our sites. These cookies help us to understand how visitors arrive at and use our sites so we can improve the overall guest on-line experience.

Analytics Cookies

Finally, we use analytics cookies to help us make our websites even better for those who visit them regularly. This type of cookie helps us to further understand how individual visitors use our website and allows us to improve the overall delivery and user experience.

Our Hotel also has a CCTV system installed to safeguard persons and property on the premises and in its environs. We automatically capture and record video images of persons on and around the premises. All areas in which CCTV is installed will be clearly identified through signage, if you have any questions, please contact us for more details.

- **Third parties or publicly available sources.** We may receive personal data about you from various third parties [and public sources] as set out below
 - Identity and Financial Data from third party booking sites and third party agents such as netaffinity, Revinate, [booking.com](https://www.booking.com), expedia and HRS that we use to manage bookings for our services.
 - Technical Data from the following parties:

i. Analytics providers -Google based outside the EU

ii. Advertising networks, such as Facebook, Instagram, OneFabDay, Pinterest, Google Adwords, Weddingsonline, Twitter and

iii. Search information providers

- Identity, Financial and Transaction Data from providers of technical, payment and delivery services from Realex and AIB Merchant Services based inside the EU
- In the event of an incident or accident, the person accompanying you, the event organiser or the EMS may be asked to identify you;
- You may book a gift card or make/pay for a reservation on a third party(ie)'s behalf - in such an instance it is your responsibility to ensure the party(ies) give their consent for you to do so and to share their personal data in accordance with this privacy policy.

- From a partner property in the event of an overbooking or emergency relocation [situation.How](#) we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- For the prevention of fraud or default.
- Where we need to comply with a legal or regulatory obligation.

Generally we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to you via email or text message. In some cases we will rely on a soft opt-in to send electronic direct marketing messages when you have purchased services from us. You have the right to withdraw consent or to opt out of marketing at any time by [contacting us](#) or by following the instructions for opt-out contained in our electronic marketing.

4. Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data.

Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.