

## Privacy Policy

### **Who is responsible for processing your personal data**

Celtic Entertainment Centre Ltd trading as Celtic Royal Hotel. This is the legal entity responsible for how your personal data , stored and processed.

### **Managing your personal data**

When you share your personal information with us, you have the right to expect that information to be treated with total confidentiality. Therefore, it is our responsibility to manage your personal data that you provide to us with care and in accordance with all data protection legislation and industry best practice.

Whether you have supplied your personal details online, by phone, by email or in a letter, we will never use them without lawful reason to do so. We will use your personal data for the purpose for which they were initially requested and as fully explained in this Privacy Policy.

It is your responsibility to ensure that your personal data provided to us is accurate and up to date.

### **Using your Personal Data for Direct Marketing Purposes**

We use your e-mail and postal address and social media to send you details of our latest events and promotions. If you would prefer that we didn't do this please contact [reservations@celtic-royal.co.uk](mailto:reservations@celtic-royal.co.uk) to have your details removed.

We hold your Personal Data for a period of up to Two years after your last booking unless you have updated your marketing preferences in which case you will continue to receive marketing information unless you tell us otherwise.

### **Obtaining your consent**

We will obtain your consent to send you details of our latest events and promotions via email and social media in various ways. We will obtain your consent when you book accommodation or events with us or request information about future events or accommodation. You can change your marketing preferences at any time by contacting [reservations@celtic-royal.co.uk](mailto:reservations@celtic-royal.co.uk).

### **Email Marketing**

We would like to keep you informed about our latest events and promotions with the email address you provided us. You can opt out of email marketing at any time by contacting [reservations@celtic-royal.co.uk](mailto:reservations@celtic-royal.co.uk).

## **Telemarketing**

We will ask your permission to ring you about our latest events and promotions when you make a booking. You can opt out of telemarketing by contacting [reservations@celtic-royal.co.uk](mailto:reservations@celtic-royal.co.uk).

## **Direct Mail**

We will use your name and address to send you marketing mails in the post. We have a legitimate business interest to send you information about our events and promotions as we know many guests and business clients like to view promotional offers before booking. However, should you wish to exercise your right to stop personalized postal marketing activity, you can do this at any time by contacting [reservations@celtic-royal.co.uk](mailto:reservations@celtic-royal.co.uk).

## **Social Media**

We will use your email address to send you online targeted marketing information about our events and promotions via social media platforms. To do this, we will share your email address in a secure manner with social media, such as Facebook, who will match our advertising requirements to your social media profile. We have a legitimate business interest to send you product information via social media which we believe is relevant to you; this is known as interest based advertising. However, should you wish to exercise your right to stop targeted social media marketing you can do this at any time by contacting [reservations@celtic-royal.co.uk](mailto:reservations@celtic-royal.co.uk).

## **Third Party Marketing**

We will not share your personal data with Third Party Companies for a purpose of them marketing their products or services to you.

## **Changing your marketing preferences**

**You can change your marketing preferences for all platforms (email, social media, telephone direct mail) by contacting the following**

[\*\*Reservations@celtic-royal.co.uk\*\*](mailto:Reservations@celtic-royal.co.uk)

**01286 674 477**

**The Celtic Royal Hotel**

**Bangor Street**

**Caernarfon**

**Gwynedd**

**LL55 1AY**

**PLEASE ALLOW 48 HOURS FOR ANY CHANGES TO BE PROCESSED**

## **Processing your data outside of the EU**

We will Transfer your Personal Data outside of the European Economic Area (the EEA) to prevent fraud, for credit searches and with outsourced IT partners and contact centers. Please also see sharing your personal data with Third Parties. In some cases, countries outside of the EEA may not have such well developed data protection laws as those in the EEA. However, we will put in place measures and safeguards that require your personal data to be kept secure, confidential and to be processed only and strictly in line with the terms of this privacy policy and any relevant Data Protection Laws.

## **Acting as a Data Processor for Our Marketplace Partners**

We will sometimes act as a data processor for other booking companies including but not limited to Booking.com and Expedia. These companies pass your personal data- Name, Address, email address telephone number and Credit/Debit Card details to us for the sole purpose of fulfilling a booking. We may occasionally contact you in respect of you booking using this data. When making a booking with these companies, you will be agreeing to their terms and conditions and their privacy policy. Please contact the relevant company if you have any questions, comments or complaints about how your data is used.

## **How to contact us**

If you have any questions, comments or complaints about this Privacy Policy or our use of your personal data, please contact us at;

The Celtic Royal Hotel

Bangor Street

Caernarfon

Gwynedd

LL55 1AY

Tel: 01286 674 477

[Reservations@celtic-royal.co.uk](mailto:Reservations@celtic-royal.co.uk)

If you are dissatisfied with the information provided please address any complaints to the Data Protection Officer at the same address