

Privacy Statement

Any personal data you give us will be used to send a brochure, email, handle an enquiry or make a booking with a hotel or send you appropriate marketing communications. It will then be stored securely on our database for a reasonable period of time.

Every time we send marketing communications we will give you the opportunity to decline to receive some or all of these communications.

Please see below for further information. If you wish to opt-out you can do so by writing to us at:
Marketing Department

Opt-Out

The Ballantrae Hotel Group

39 - 47 Albany Street

Edinburgh

EH1 3QY

or email: info@ballantrae-albanyhotel.co.uk

Please allow us one month to process our data for your opt-out to take effect.

The Booking Button booking engine pages – those with a web address prefixed by <https://www.thebookingbutton.co.uk/> are managed by The Booking Button our booking partner and, as such, The Booking Button is responsible for the content in accordance with their terms and conditions.

Personal Data

For the purposes of the Data Protection Act 1998, we the Ballantrae Hotel are a data controller. In order to process your booking or enquiry we need to collect certain personal details from you. These details could include your name, email and contact details and those of party members, credit/ debit card or other payment details and special requirements such as those relating to any disability or medical condition which may affect your chosen arrangements and any dietary restrictions which may disclose your religious beliefs.

Storage of your Personal Data

Unless you have asked us not to we will store and use your personal details for future marketing purposes (for example, sending you a brochure or details of a promotion via email).

You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We may charge a fee to respond to such a request. We promise to respond to your request within 40 days of receiving your written request and fee. In certain limited circumstances we are entitled to refuse your request. If you believe that any of your personal details which we are processing are inaccurate or incorrect please contact us immediately.

This privacy statement covers websites owned and controlled by us only. Links to other websites and any information collected by these sites are not covered by this privacy statement.

March 2015