



The Cleve Hotel and Spa

Privacy Policy

May 2018

This policy sets out how we receive, collect and store any information that you enter on our website or provide to us in any other way.

Data we collect

When you conduct a transaction on our website, as part of the process, we collect personal information you give us, such as your name, address, telephone number and email address.

We also use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We may also collect payment details (including credit card information), comments, and feedback.

Why we collect data

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate our services;
2. To provide our users with ongoing customer assistance;
3. To be able to contact our guests with general or personalised service-related notices and promotional messages;
4. To create and analyse data and information reports, which we may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

How we use your data

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and post.

How we protect your data

All data provided by you to us is stored electronically and is protected by a system of passwords, firewalls, virus protection and other software designed for security purposes. Any data provided by guests of our hotel and spa and recorded on paper is stored securely and kept for one year before it is safely destroyed.

Our company website is hosted on the Wix.com platform. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our website adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our online shop.

Our policy

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at: reception@clevehotel.com.

This Privacy Policy was last updated in May 2018



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THE CLEVE HOTEL & SPA

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