

LORNE HOUSE

Boutique Bed & Breakfast

Privacy Statement

Lorne House is committed to protecting your privacy. This Privacy Statement explains how we use and protect the personal information that you provide us with upon booking.

All our computers are protected.

Information we collect

We collect your name, address, telephone number, email address and debit/credit card details to secure the booking. These details are stored either on our computer or on paper copies, which are stored in our secure office cupboard. Only employees or personnel of Lorne House are permitted in the office and the office is locked when unoccupied.

Why we need to store personal information

The information you provide is only used to help us give the best standard of service for you. We use it for:

- Confirming your booking and arrival time.
- Any special instructions about your stay.
- Responding to your enquires and questions.
- Improving our services.

Information is never passed to a third party other than to our card provider when taking payments by credit/debit card.

Any booking received from a third party booking site is printed off and kept confidentially and securely in the office.