

Moorwood Hotel Collection Privacy Policy

Privacy Policy

Last Updated: September 2025

The Moorwood Hotel Collection (“we”, “our” or “us”) values your privacy. This Privacy Policy explains how we collect, use, disclose and protect your information when you use our website www.moorwoodhotelcollection.co.uk.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, email address, phone number and other details you voluntarily provide (e.g. when signing up for our mailing list or filling out enquiry forms).
- **Non-Personal Information:** Browser type, IP address, pages visited, and usage data collected automatically through cookies and similar technologies.

2. How We Use Your Information

We may collect use your information to:

- Provide and improve our website and services.
- Respond to enquiries or customer support requests.
- Send email campaigns, promotions and updates (if you opt in).
- Analyse website performance and user behaviour.
- Comply with legal obligations.

3. Cookies & Tracking Technologies

We use cookies and similar tools to improve your experience, analyse site traffic, and personalise content. You can disable cookies in your browser settings, but some feature of the site may not function properly.

4. Sharing of Information

We do **not sell or rent** your personal information. We may share it only with:

- **Service providers** (e.g. hosting, analytics, email delivery) who assist in operating our website.
- **Legal authorities**, if required to comply with laws or protect our rights.

5. Data Retention & Storage

- **Retention Period:** We keep your personal data only for as long as necessary to fulfil the purposes outlined in the Privacy Policy (e.g. providing services, complying with legal obligations, resolving disputes). Once data is no longer needed, we will securely delete or anonymise it.
- **Storage:** Your data may be stored on secure servers operated by us or our trusted service providers. We use industry-standard safeguards (such as encryption, access controls and regular security monitoring) to protect your information.
- **Backups:** In some cases, backup copies may be retained for a limited time for business continuity and recovery purposes.

6. Data Security

We implement reasonable measures to protect your information. However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

7. Your Rights

Depending on your location, you may have rights:

- Access, update or delete your personal information.
- Opt out of marketing communications
- Restrict or object to data processing

To exercise these rights, contact us at enquiries@moorwoodhotelcollection.co.uk.

8. Third-Party Links

Our website may link to third-party sites. We are not responsible for their privacy practices and encourage you to review their policies.

9. Children's Privacy

Our website is not directed to any person under the age of 18. We do not knowingly collect information from children.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated "Last Updated" date.

11. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

Email: enquiries@moorwoodhotelcollection.co.uk

Address: The White Hart Inn, Inns Lane, Moorwood Moor, Alfreton, Derbyshire, England, DE55 7NU