

The Chase Hotel

Privacy Policy

When making a reservation with us here at The Chase Hotel we may collect certain information about you. This may include (but is not limited to):

- Name
- Address
- Contact information such as telephone and e-mail
- Room or Table Preferences
- Credit or Debit Card information

We use this data to establish and maintain a responsible commercial relationship with you and to provide ongoing service. We also use your data to meet legal and regulatory requirements.

To understand your needs and preferences we maintain a record of the products and services you receive from us and we may ask for additional information so that we can serve you better. For example, we may record your preference or room type.

Where your data is stored:

We store your data on our secure server which is fully PCI compliant. Credit/Debit Card information is kept for up to 1 month after the date of your visit, at which point the information is securely disposed of. If your reservation is made through a third party booking agent they may also store data about you.

Disclosing your Information

We may pass on your personal information if we have a legal obligation to do so. E-mail addresses may also be used for marketing purposes including The Chase Hotels E-mail marketing database and for collecting feedback through 3rd party websites (such as Tripadvisor). Information pertaining to reservations made and settled through pre-arranged contracts with local companies may be disclosed with said company. The Chase Hotel will not disclose your personal information for any other purpose than those identified above, except with your consent.

By making a reservation with us you agree to us using your information in the ways described above.

At your request we can remove your e-mail address from our e-mail database.

Using our Website (www.chasehotel.co.uk)

We use "cookies" on our website. Cookies are pieces of information that an Internet site transfers to your hard drive for record-keeping purposes. The use of cookies is an industry standard -- you'll find them almost everywhere on the Internet. The Chase Hotel uses cookies to recognise visitors when they return to our sites. Once we know it's you, we can customise your online visit.

We may also evaluate our content and services and tailor our website, for visitors, based on other information we collect, such as IP addresses, which are numbers assigned to your computer whenever you use the Internet, pixel tags (or clear gifs), and the type of Internet browser or operating system you are using. This information is collected in the aggregate, but we may tie it to your personal information through cookie use as described above.