

PRIVACY POLICY

Loddon Hotels Limited, trading as The Mill House Hotel ("We") are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. We will never sell, rent or trade information provided to us, by you, with other companies and businesses for marketing purposes.

For the purpose of the Data Protection Act 1998, the data controller is The Mill House Hotel, Old Basingstoke Road, Swallowfield, Reading, Berkshire, RG7 1PY.

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- You may give us information about you by filling in forms on our site www.themillhousehotel.co.uk or by corresponding with us by phone, e-mail, in person when visiting the hotel, speaking to a member of our sales team or via our social media channels.
- This includes information you provide when you make an enquiry or make a booking or reservation for an event or bedroom at the hotel or restaurant.
- The information you give us may include your name, address, e-mail address, phone number, company and position with the company, your event dates, your marketing and communication preferences.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- to carry out our obligations arising from any enquiries, bookings or reservations between you and us and to provide you with the information, products and services that you request from us. Including contractual, event planning & invoicing purposes prior to and within 60 days after your event or stay.
- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about and we feel may interest you.
- to notify you about changes to our service, new products, forthcoming events.

MAILING LISTS

If you have opted in to our mailing list, we will use the information provided by you to occasionally email you information deemed relevant to you on the services we offer, upcoming events and special offers.

For data processing for marketing purposes, we will keep your data until you unsubscribe from our email communications or you withdraw your consent.

We may use a third-party provider, MailChimp, to deliver our marketing and news updates. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our mailings. For more information, please see [MailChimp's](#)

privacy notice. You can unsubscribe to general mailings at any time by clicking the unsubscribe link at the bottom of any of our emails or by emailing us at info@themillhousehotel.co.uk

WHERE WE STORE YOUR PERSONAL DATA

The Mill House Hotel complies with its obligations where your personal data is concerned by keeping it up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data we hold.

All information you provide to us is stored on our secure servers located in the UK. Access to all our computer systems are password protected & encrypted.

YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. You can exercise the right at any time by contacting us at info@themillhousehotel.co.uk.

Our website may contain links to our affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

ACCESS TO YOUR INFORMATION

You have the right to access the information held about you. You are entitled to view, amend, or delete the personal information that we hold about you at any time at no charge.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to The Mill House Hotel, Old Basingstoke Road, Swallowfield, Reading, RG7 1PY, or to info@themillhousehotel.co.uk.