




LEEDS

Weetwood Hall

Conference Centre & Hotel

Data Protection Policy

Reviewed March 2011

Data Protection

- The data protection policy forms part of the Corporate Social Responsibility document which is annually reviewed.
- Details of the policy are available under the compliance information detailed on the home page of the Weetwood Hall website www.weetwood.co.uk
- WWH is exempt from notifying the Information Commissioner's Office (ICO) as a data controller under the exemption for core business purposes. Source <http://www.ico.gov.uk/notify/self/question9.html>

Email privacy policy

- The policy is available under privacy policy located at the bottom of the homepage of the Weetwood Hall website.
- This policy complies with the Information Commissioner's Office (ICO) recommended guidelines of electronic mail marketing.

E-Marketing

- Weetwood Hall has followed the guidelines set out in the UK email legislation of December 2008
- The customer policy relating to e-mail privacy was devised in September 2007 and forms part of the privacy policy detailed on the home page of Weetwood.co.uk at <http://www.weetwood.co.uk/page.php/id=615>
- This policy complies with the Information Commissioner's Office (ICO) recommended guidelines of electronic mail marketing, and is reviewed bimonthly and any changes actioned.
- Weetwood Hall does not undertake any "cold" emailing. We only respond with associated marketing literature if they have given us their relevant mailing information.
- Any person receiving e-marketing literature has the opportunity to "Unsubscribe". This is detailed on every piece of e-marketing material.

- Once the "Unsubscribe" instruction has been received by our emailing marketing programme this will automatically unsubscribe this contact from that particular mailing list.

Consumer Analysis Survey (CSA)

- The on line customer satisfaction questionnaire is managed and compiled by an external organisation who supply the necessary results back to Weetwood Hall to act upon.
- The Litmus Partnership and Weetwood Hall guarantee to protect the identity of everyone who completes the survey in accordance with the Market Research Society Code of Conduct.

Employees of Weetwood Hall

- Policies relating to the Data Protection Act 1998 are detailed under Company Rules and Regulations, within the Weetwood Hall, Team Guide which is issued to every new employee at their initial induction and updated annually.
- Personnel files of current employees securely stored with the P&T department.
- Ex-employee files and confidential data are stored in a secure archive storage; shredded and disposed of after 7 years.
- Staff are advised at company induction of CCTV coverage and the "right of search" policy as detailed in the Team Guide.

Terms and conditions

- The Hotel shall comply with its obligations under the Data Protection Act 1998 in relation to the personal data which it controls and which is supplied to it by the Client.
- Where the Hotel is required during the proper performance of its obligations under this Agreement to supply personal data to the Client, the Client agrees that it will treat such personal data in accordance with the Data Protection Act 1998.
- This is also displayed on the home page of www.weetwood.co.uk and within the printed literature sent to customers where applicable

Operations

Reservations

- The information received includes name, address, contact details, company details, credit/debit card details.
- This Information is stored on Opera PMS, reservations message pads, email with any paper documentation stored in date order in the reservations file.
- A detailed policy of processing card payments is in existence in order to protect the business from fraudulent activities

Data compliance

The Bank of Scotland Merchant Services have validated our compliance with the Payment Card Industry Data Security Standard.

Reception

- The information viewed at check-in includes the reservation details and any further information EG: credit/debit card pre authorisation via a secure chip and pin facility.
- The extra information stored to that detailed at reservation/check-in includes Guests Registration Card details and photocopies of any paper confirmation.
- At check-out payment is either taken by chip and pin, cheque or signed with invoices stored in Daily Business File for passing to Night Audit/Accounts.
- Completed Guests Registration Cards are filed in Reception and stored with Accounts for a period of five years.
- After this period of time they are safely disposed of by shredding

Conference and Events Sales

- The information received includes name, address, contact details, company details, credit/debit card details where applicable
- This information is stored on Opera sales & catering, enquiry message pads, email and all paper documentation and stored along with contracts in date order in C&ES administration office.
- Information (except for anything financially sensitive) is communicated via a function sheet to all operating departments each week with updates as necessary.
- Each operating department disposes of their departmental paperwork by shredding/recycling

Cashiering

Woodlands, Brasserie & Stables Pub

- The information received is as displayed on function sheets, in departmental booking diaries and any amendments.
- Credit/debit card details are paid via, chip and pin machines placed in each department
- Any sensitive information retained from the chip and pin summary is stored by the departmental cashier in their relevant banking summary and then passed to reception for adding into the Daily Business File before forwarding to Night Audit/Accounts.
- This information is retained for five years by Finance and then shredded/recycled

Night Audit

- Receive and check all associated financial information to ensure that it balances and then safely pass onto Accounts

Accounts

- Receive all associated financial information, recheck all departmental daily banking details and payment details and securely archive in their cellar.
- After five years this information is then shredded and recycled

Waste Management

Weetwood Hall has discussed the diligence of waste paper management with their refuse contractor. The advice given is as follows:

- Paper waste which may include letterheads etc may be disposed of in the designated paper bins located around the building. The waste paper/card is collected by the refuse contractor who then bale and recycle.
- Paper waste which is deemed to be confidential but is ready for disposal will be shredded on site at Weetwood Hall and then disposed of in the normal manner for paper waste.
- Paper shredders are located at the general managers office, finance, conference operations and hotel reception.
- It is the policy of Weetwood Hall to generate as little printed material as possible.
- A Heavy duty shredder is available in the P&T office for the secure disposal of large amount of data where applicable.

Security

- Discreet notices are displayed by entrances advising that CCTV images are recorded for guest safety and security
- Further CCTV notices are displayed in the car park as a security deterrence