

## THE CITY PLACE APARTMENTS LIMITED WEBSITE PRIVACY POLICY

This privacy policy (the "**Privacy Policy**") sets out how we will use and protect any personal information you provide us with or which we obtain through your use of [www.thecityplace.co.uk](http://www.thecityplace.co.uk) (the "**Website**").

In this Privacy Policy, any reference to "**we**", "**our**" or "**us**" shall mean The City Place Apartments Limited, a private company registered in England and Wales (Company Number 07833671) whose registered office is at Bath Brewery, Toll Bridge Road, Bath BA1 7DE. References to "**you**" or "**your**" are references to the user of the Website.

By using the Website, you consent and agree to us dealing with your personal information in accordance with the Privacy Policy. Personal information is information which identifies you, or which, with the information we currently hold, we can use to identify you. If you do not agree to any of the terms of the Privacy Policy please do not use the Website.

### 1 WHAT INFORMATION DO WE COLLECT?

We may collect, store and use personal information, including but not limited to:

- a) details of any transactions or bookings made, including credit/debit card numbers, expiry dates and billing addresses;
- b) the names, e-mail addresses and telephone numbers of all persons booking or occupying our apartments;
- c) any information provided by an individual when they register with the Website or when they subscribe to any service offered by us;
- d) information relating to a computer, such as IP address, browser type, operating system, length of visits and page views;
- e) any other information that you choose to disclose to us and, where that information contains personal medical details, which you expressly authorise us to collect, store and use.

### 2 HOW DO WE STORE AND MAINTAIN PERSONAL INFORMATION?

All personal information is held in secure computer storage facilities and/or in paper-based files. We take steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure, however, we cannot guarantee the security of all data submitted via the Website. It is therefore your responsibility to ensure that you have reasonable and appropriate security measures in place on your own equipment.

It may be necessary for us to maintain personal information for a number of years. If that information is no longer required, we shall destroy all records of it securely.



## 3 HOW DO WE USE THE PERSONAL INFORMATION WE COLLECT?

We may collect, store and use your personal information for various purposes including, but not limited to:

- a) confirming your apartment booking;
- b) securing your booking deposit;
- c) setting up an account in your name, in order to facilitate the booking process;
- d) dealing with your enquiries;
- e) building marketing profiles;
- f) sending you promotional materials that relate to goods and services which may be of interest to you, including the goods and services of third parties;
- g) maintaining our accounts and records;
- h) co-operating with any court, tribunal, regulatory body, police authority, law enforcement or other similar authority in connection with any investigations or legal proceedings; and
- i) disclosing your details to other parties where we are required to do

## 4 COOKIES

Cookies are small bits of electronic information that a website can transfer to your hard drive to help tailor and keep records of your visit to that website. If you visit the Website, cookies will be placed on your computer so that we can provide you with the best service possible. Most major websites use cookies and their use is standard on the Internet.

We may use cookies to:

- a) save you from re-entering information or repeating functions on the Website that you have previously provided or completed;
- b) track online traffic flows and preferences;
- c) analyse profiles of visitors;
- d) assess how to make the Website more user-friendly;
- e) supply information from cookies to measurement and research companies to analyse and report back on how the Website could be improved.

By using the Website you consent to our use of cookies for the above purposes.

Most browsers allow you to turn off the cookie function. Note, however, that this may restrict the use of some parts of the Website.

## 5 DISCLOSURE OF YOUR INFORMATION

We will only share your personal information with:

- a) future owners of the Website;
- b) persons described in this Privacy Policy; and
- c) persons to whom we may be required by law to provide your personal information.



Where you submit personal information of a person other than yourself (including the personal information of an individual staying in one of our apartments), you must obtain their permission in advance and refer that person to this Privacy Policy.

We may also use and share information relating to groups of users, without identifying individuals, to learn more about customer behaviour and find ways of enhancing our service.

We regard our databases of information (which may include your personal information) as an important part of the services we offer. We may give or sell this information to our partners as may be identified on the Website or as otherwise notified to you for marketing their products or services.

## 6 LINKS

The Website may contain links to other websites. Please note that we are not responsible for the privacy practices of such other websites, and we recommend you read the privacy statements immediately on entering other websites. This Privacy Policy applies only to information collected through the Website.

## 7 YOUR RIGHTS

You have the right to request that we stop using your personal information and to obtain a copy of any personal information which we hold about you and to notify us of any inaccuracies.

Should you wish to obtain a written copy of the personal information that we hold about you, please e-mail us at [info@thecityplace.co.uk](mailto:info@thecityplace.co.uk). You will need to verify your identity and specify what personal information you require.

We will be happy to answer any enquiries from you regarding this Privacy Policy, the personal information we hold about you or the use we make of it. If you have any queries, comments, or if you wish to correct or update the personal information we hold, please email us at [info@thecityplace.co.uk](mailto:info@thecityplace.co.uk). We may charge you a small fee to cover the costs we incur in providing you with a copy of your personal information.

## 8 JURISDICTION & APPLICABLE LAW

This Privacy Policy is governed by and construed in accordance with English law and any dispute (including non-contractual disputes) arising from this Privacy Policy shall be subject to the exclusive jurisdiction of the English courts, save that we shall have the right, at our sole discretion, to commence and pursue proceedings in alternative jurisdictions.

## 9 CHANGES TO OUR POLICY

We are continually seeking to update and improve the Website. We may therefore make changes to the Website and this Privacy Policy at any time. However, we will only use information in accordance with the Privacy Policy under which the information was collected. If you regularly use the Website you should continue to check this Privacy Policy for updates and amendments, as you will be deemed to have accepted the changes if you continue to use the Website after any changes have been posted.

