

# **Privacy Policy**

## **Kinnitty Castle Hotel, Kinnitty, Birr, Co. Offaly, Ireland**

This Statement relates to the privacy practises in connection with this website. We are not responsible for the content or privacy practises of other websites. Any external links to other websites are clearly identifiable as such.

### **General Statement**

Kinnitty Castle Hotel fully respects your right to privacy and will not collect any personal information about you on this website without your clear permission. Any personal information which you volunteer to Kinnitty Castle Hotel will be treated with the highest standards of security and confidentiality, strictly in accordance with the Data Protection Acts, 1988 and 2003.

### **Collection and use of personal information**

Kinnitty Castle Hotel does not collect any personal data about you on this website, apart from information which you volunteer (for example through the booking process, by emailing us or using our online feedback form). Any information, which you provide in this way, is not made available to any third parties, and is used by Kinnitty Castle Hotel only in line with the purpose for which you provided it.

### **Collection and use of technical information**

This website does not use cookies, apart from temporary session cookies which enable a visitors web browser to remember which pages on this website have already been visited. Visitors can use this website with no loss of functionality if cookies are disabled from the web browser.

In operating our website we may collect and process the following data about you:

Details of your visits to our website and the resources that you access including but not limited to traffic data, location data, weblogs and other communication data.

Information that you provide by filling in forms on our website, such as when you registered for information or make a purchase. Information you enter into our booking forms may be collected and stored briefly by us so that we may contact you in relation to the nature of your enquiry/ attempted transaction, even if you don't confirm the transaction. This may be used to send operational emails to enquire as to why the transaction was not completed. We will not use this data for any other purpose, we wont store it for longer than necessary and we certainly wont share it with any other company. Our aim is simply to provide you with highest level of service that we can.

Technical details in connection with visits to this website are logged by our internet service provider for our statistical purposes. No information is collected that could be used by us to identify website visitors. The technical details logged are confined to the following items:

- The IP address of the visitor's web server

- The top-level domain name used for example .ie, .com, .org and .net
- The previous website address from which the visitor reached us, including any search terms used
- Click stream data which shows the traffic of visitors around this web site for example pages accessed and documents downloaded
- The type of web browser used by the website visitor

Kinnitty Castle Hotel will make no attempt to identify individual visitors, or to associate the technical details listed above with any individual. It is the policy of Kinnitty Castle Hotel never to disclose such technical information in respect of individual website visitors to any third party (apart from our internet service provider, which records such data on our behalf and which is bound by confidentiality provisions in this regard), unless obliged to disclose such information by a rule of law. The technical information will be used only Kinnitty Castle Hotel and only for statistical reasons and other administrative purposes. You should note that technical details, which we cannot associate with any identifiable individual, do not constitute personal data for the purposes of the Data Protection Acts 1988 and 2003.

#### **Glossary of Technical terms used:**

##### **Web Browser**

The piece of software you use to read web pages. Examples are Microsoft Internet Explorer, Netscape Navigator and Visual 1.

##### **IP Address**

The identifying details for your computer (or your internet company's computer), expressed in internet protocol code. Every computer connected the web has a unique IP address, although the address may not be the same every time a connection is made.

##### **Cookies**

##### **What are cookies?**

Small pieces of information, stored in simple text files, placed on your computer by a website. Cookies can be read by the website on your subsequent visits. The information stored in a cookie may relate to your browsing habits on the webpage, or a unique identification number so that the website can remember you on your return visit. Generally speaking cookies do not contain personal information from which you can be identified, unless you have furnished such information to the website. For more information on cookies visit [www.dataprotection.ie](http://www.dataprotection.ie)

##### **Why are we telling you this?**

EU Law requires website operators to ask for permission before using certain kinds of cookies. To ensure you are completely aware of the types of cookies we use and to enable us to continue to

bring you the best possible browsing experience, we are giving you a detailed outline of the cookies we use and their unique role in your web browsing experience.

### **Our website uses the following types of cookies:**

The following cookies are generated and used by the Avvio system services. Please ensure they are added to your cookie policy.

**CSSID** This is a session cookie and is used only to link a browsing customer with a server session. It is a mandatory cookie and does not contain any personally identifiable information. Expiry - After a Session ; Category - Essential.

**crm** Used to store information about authenticated users (accountID) or promo code used by a browsing user on a hotel site. This is a mandatory cookie and functionality of the booking engine is severely limited without this cookie. The information contained in this cookie is not shared with any third party. Expiry - 13 Days; Category - Essential.

**avvio\_persp** Used for Personalisation V2 (recommender engine) tracking to personalise and tailor a guests website / booking engine experience. Only a cookie ID is stored in the cookie which points to a matching record of user activity on the hotels booking engine for personalisation purposes. As a user interacts with the hotel (searches for availability on certain dates, makes booking, etc.) Avvio updates the information it has on that user for that property. This information is then used to personalise the website experience for that user if they return to the website again. Personalisation options include remembering the preferred dates of stay in the event that the user has not yet made a booking, or remembering their name and arrival date if they are a pre-stay customer seeking additional information (e.g. directions, upgrades) on the website. The data contained in avvio\_persp and the data associated with that cookieID is not shared with any third parties and is used exclusively for Personalisation. Expiry - 119 Days; Category - Functional.

### **MANAGING COOKIES**

Can I disable cookies from your website?

It is possible to stop your browser accepting cookies from particular websites. However, disabling cookies from our site will mean you lose a lot of functionality, which will have a detrimental impact on your browsing experience and mean that you only have limited access to personalised areas of the site.

### **HOW TO BLOCK OR DELETE COOKIES**

We have explained to you what cookies are and what they do, you can delete or disable cookies if you want to and the links below will explain how to do this. It is possible to block some or all cookies, or even to delete cookies that have already been set; but you need to be aware that you might lose some of the functionality of the website by blocking strictly necessary cookies that are outlined above.

If you wish to restrict or block the web browser cookies set on your device, you can do this through your browser settings; the "Help" function within your browser explains how to change these settings.

Microsoft Edge – How to delete cookies in Microsoft Edge

Google Chrome – How to delete cookies in Google Chrome

Firefox – How to delete cookies in Firefox

Safari – how to delete cookies in Safari

You can also visit [www.allaboutcookies.org](http://www.allaboutcookies.org), which contains comprehensive information on how to manage cookies on a wide variety of desktop browsers.