



This privacy policy sets out how and why Red Door Escapes Ltd obtain, store and process data which can identify you. We may update this policy from time to time and will publish any changes on our website.

Red Door Escapes Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

What information do we collect?

Active information collection

We (Grange Manor) collect personal information from you when you subscribe to our newsletter or make a booking. When booking on our site, you will be asked to enter your: name, e-mail address, mailing address, phone number and credit card information. You may, however, visit our site anonymously.

Passive information collection

As you navigate through our website, certain information may be passively collected (i.e. gathered without you actively providing the information) using various internet technologies and cookies (see cookies policy below).

On-site information collection

From guests visiting our hotel and using our public Wi-Fi network we collect the following personal information when registering as a user of our guest WiFi services, your: first name; email address; MAC Address; time and date of usage; data used during session; the location of the venue in which you used the service.

Cookie Policy for Grange Manor

Do we use cookies?

Yes, when browsing or booking on www.grange-manor.co.uk cookies are used, the following policy explains how and why we use them.

What Are Cookies

As is common practice with almost all professional websites our site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. For more general information on cookies see the Wikipedia article on HTTP Cookies.

How We Use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of this site. Therefore it is recommended that you do not disable cookies.

The Cookies We Set:

Email newsletters related cookies

Our site offers newsletter subscription services and cookies may be used to remember if you are already registered and whether to show certain notifications which might only be valid to subscribed/unsubscribed users.

Booking processing related cookies

Some cookies are essential as part of the online booking process to ensure that your order is remembered between pages so that we can process it properly.

Forms related cookies

When you submit data to through a form such as those found on contact page cookies may be set to remember your user details for future correspondence.

Third Party Cookies

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site. Our site uses Google Analytics, one of the most widespread and trusted analytics solutions on the web, for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content. User data is all anonymous. You can find out more about Google's position on privacy as regards its analytics service at <http://www.google.com/analytics/learn/privacy.html>.

It's important for us to understand statistics about how many of the visitors to our site actually make a booking and as such this is the kind of data that these cookies will track. This is important to you as it means that we can accurately make business predictions that allow us to monitor our advertising and product costs to ensure the best possible price.

We also use social media buttons and/or plugins on this site that allow you to connect with your social network in various ways. For these to work the following social media sites including; Facebook and Twitter will set cookies through our site which may be used to enhance your profile on their site or contribute to the data they hold for various purposes outlined in their respective privacy policies.

More Information

Hopefully that has clarified things for you and, as was previously mentioned, if there is something that you aren't sure whether you need or not it's usually safer to leave cookies enabled in case it does interact with one of the features you use on our site.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

To personalise your experience

Your information helps us to better respond to your individual needs.

To improve our website

We continually strive to improve our website offerings based on the information and feedback we receive from you.

To improve customer service

Your information helps us to more effectively respond to your customer service requests and support needs.

To process transactions

Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.

To send periodic emails

The email address you provide for order processing, may be used to send you information and updates pertaining to your booking, in addition to receiving occasional news, updates, related product or service information, etc.

Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you make a booking.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorised with special access rights to such systems, and are required to keep the information confidential.

After a transaction, your private information may be kept on file until your reservation is complete. Credit card details are encrypted whilst held in our property management system and removed after checkout once rooms have been cleaned.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this

information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

Use of your personal data for direct marketing

We do not use or disclose your personal data for direct marketing purposes unless we have obtained your consent to this, such as through an opt-in or opt-out tick box on any form or website of ours.

Where you have consented to this, we may use your personal data to carry out direct marketing and send you marketing messages, materials, adverts and promotions relating to services or offers we provide. You will be free to withdraw your consent at any time, by contacting us as detailed in this privacy policy or by unsubscribing directly from the newsletters via your emails.

Children's Online Privacy Protection Act Compliance

We are in compliance with the requirements of COPPA (Children's Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

Your Consent

By using our site, you consent to our websites privacy policy.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page. This policy was last modified on 24 May 2018

Contacting Us

If you have any questions relating to this Privacy and Cookie Policy or how we use or store the personal data we have about you, please email marketing@bestlakesbreaks.co.uk and we will endeavour to respond to you promptly.