

PRIVACY POLICY

We respect your privacy

The Oriana, Orange respects your right to privacy and this policy sets out how we collect and treat your personal information. 'Personal Information' is information we hold which is identifiable as being about you.

What Personal Information we collect

We may collect the following types of personal information from you:

- name
- address
- phone number
- fax number
- email address
- information about the goods or services you have purchased
- information from enquiries you have made
- communications between us
- credit card information

How we collect your personal information

We use your information to provide our service to you. We also use it to improve our service and to notify you of opportunities that we think you might be interested in. We do not provide your information to third parties. We will not provide your information or room number to other guests unless authorised.

Security of your personal information

We take reasonable steps to protect your personal information from misuse, interference, loss and unauthorised access, modification and disclosure.

Where we no longer require your personal information, including where we are no longer required by law to keep records relating to you, we will ensure that it is de-identified or destroyed.

Access to your personal information

You can access and update your personal information by contacting us at reception@orianaorange.com. There is no administration fee for this access.

Changes

Please be aware that we may change this Privacy Policy in the future. The revised versions will be uploaded to our website, so please check back from time to time.

Complaints about privacy

If you have any complaints about our privacy practices, please feel free to send in details of your complaints to reception@orianaorange.com. We take complaints like this very seriously and will respond shortly after receiving written notice of your complaint.