

The Pilot Inn Privacy Policy

The Pilot Inn is committed to protecting and respecting your privacy. This policy notice explains how we collect, use and store your personal data.

Who we are

The Pilot Inn, 89 Meads Street, Eastbourne, East Sussex, BN20 7RW. Telephone: 01323 723440

Registered company name: Uniplan Investments Ltd T/A The Pilot Inn

Registered number: 7895996

Registered company address: Aequitas, 1 Swan Wood Park, Gun Hill, TN21 0LL

Our website address is: <https://www.pilot-inn.co.uk>

Information collected

We collect personal information from visitors through the use of enquiry, reservation forms, our web site, through social media channels, through 3rd parties supplying a service to us: table booking site, when you provide it to us voluntarily eg feedback form, cctv.

Use of personal Information

We process personal information collected for the purposes of: Dealing with your requests, providing reservation services, tailoring our services to your requirements and preferences, to prevent and detect crime and support the health & safety of customers, workforce and others.

How long we keep information

We keep your personal data for no longer than reasonably necessary for the purpose for which it is provided, including the purposes of satisfying any operational, legal or reporting requirements, and in order to defend our legal rights. To decide the right retention period, we consider the purposes for which data is processed, the amount, nature and sensitivity of it, the potential risk of harm from unauthorised use or disclosure and any applicable legal requirements.

Sharing information

We do not sell or share your personal identifiable data for use by any third party unless we have been authorised by you or are required by law to do so.

Disclosures

We will not sell this information or pass on to any third-parties as per the GDPR UK Law.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Social Media

We rely on social media to promote our business. We do not share any of your personal data with social media companies to do this.

Use of Cookies on this Website.

A cookie is a small file, typically of letters and numbers, downloaded on to a device such as a computer when a user accesses certain website. Cookies allow a website to recognise a user's device.

Cookies can expire at the end of a browser session (from when a user opens the browser window to when they exit the browser) or they can be stored for longer.

Session cookies

These allow websites to link the actions of a user during a browser session. They may be used for a variety of purposes such as remembering what a user has put in their shopping basket as they browse around a site. They could also be used for security or to facilitate use of webmail. These session cookies expire after a browser session so would not be stored longer term.

Persistent cookies

These are stored on a user's device in between browser sessions which allows the preferences or actions of the user across a site (or in some cases across different websites) to be remembered. Persistent cookies may be used for a variety of purposes including remembering users' preferences and choices when using a site or to target advertising.

First- and third-party cookies

Whether a cookie is 'first' or 'third' party refers to the website or domain placing the cookie. First party cookies in basic terms are cookies set by a website visited by the user – the website displayed in the URL window. Third party cookies are cookies that are set by a domain other than the one being visited by the user. If a user visits a website and a separate company sets a cookie through that website this would be a third-party cookie.

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org.

Your Legal Rights

If you have any concerns about our use of personal information, you can make a complaint to our Data Protection Officer Lisa Carter on 01323 723440 or email thepilotinneastbourne@hotmail.co.uk.

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.

Helpline number: 0303 123 1113 or <https://www.ico.org.uk>