

Alston Youth Hostel Website PRIVACY STATEMENT

Your privacy is important to Alston Youth Hostel. This privacy statement provides information about the personal information that Alston Youth Hostel collects, and the ways in which Alston Youth Hostel uses that personal information.

Personal information collection

Alston Youth Hostel only collects the following kinds of personal information from their website's on-line booking enquiry form:

- First name & surname
 - Contact Telephone number
 - Email address
 - Number of people in the booking enquiry
 - Any special requirements as requested by the person making the booking enquiry.
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- Alston Youth Hostel does not and will not hold or store any credit/debit card details provided by the customer after a personal or telephone card transaction.
 - Credit/debit card details are not written down or retained by Alston Youth Hostel during or after a customer transaction.
 - Credit/debit card details will not be accepted within any email, on-line enquiry or postal correspondence between Alston Youth Hostel and the customer.

Using personal information

Alston Youth Hostel does not use any of this information for any purpose other than to be able to respond to a booking enquiry and advise the enquirer on accommodation availability and costs of any booking made.

For any bookings made as a result of an on-line enquiry, via the Alston Youth Hostel website, the information as provided by the enquirer such as name, contact telephone number and email address will only be used to enter the details into our booking diary.

Once the booking has been finalised and completed, i.e. the guest has completed their stay within the hostel, all the personal details as provided within the on-line enquiry will be deleted from the website bookings page.

The only personal information retained as a result of the booking will be on the legally required registration form which the guest completes on arrival at the hostel. This form is held securely by Alston Youth Hostel for 6 months from the date of arrival and then destroyed.

No personal information is passed onto to any other organisation or interested third party or used within Alston Youth Hostel's website content.

It is not used for marketing purposes or for soliciting further bookings from the customer.

Alston Youth Hostel will not disclose your personal information to its agents or sub-contractors.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, Alston Youth Hostel may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights.

Photographs

Alston Youth Hostel will not take or publish any photographs of guests staying at the hostel without their consent on the hostel website or social media pages.

We will never take photographs of school groups or children under the age of 18 years unless requested to do by the staff or parents. Such photographs will not be displayed on the Alston Youth Hostel website or social media pages (Twitter and Face Book) or shared with any other 3rd party.

Securing your data

Alston Youth Hostel will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Alston Youth Hostel will store all the personal information you provide in a secure locked cabinet until the 6 months has elapsed and the information destroyed.

Updating this statement

Alston Youth Hostel may update this privacy policy by posting a new version on this website.

You should check this page occasionally to ensure you are familiar with any changes.

Other websites

This website contains links to other websites.

Alston Youth Hostel is not responsible for the privacy policies or practices of any third party.

Contact: Linda Almond Jennifer Bradley Neil Willmott

If you have any questions about this privacy policy or Alston Youth Hostel's treatment of your personal information, please write:

- by email to alston@yha.org.uk or
- by post to Alston Youth Hostel, The Firs, Alston, Cumbria CA9 3RW