

The Bell in Ticehurst

Privacy Policy

Who are we?

The Bell in Ticehurst can be found on the High Street, Ticehurst, East Sussex, TN5 7AS.

Your privacy is important

The Bell in Ticehurst is committed to maintaining the trust and confidence of visitors to our website. This Privacy Policy is to tell you about what personal information we collect, when and why we collect it, how it's used, the limited conditions under which we might share it with others and how it's kept secure.

Collection and use of personal information

Personal information is any information that may be used to identify you, such as, your name, title, phone number, email address, mailing address or payment details. This section deals with how we collect that information.

Website and social media

In general, you can browse our web site without giving us any personal information. We use several products to analyse traffic to our website in order to understand our visitors' needs and to continually improve the site for them. We collect only anonymous, aggregate statistics. For example, we do not tie a specific visit to a specific IP address. The ways in which we do this are detailed below:

Cookies

A cookie is a small text file containing information that a web site transfers to your computer's hard disk for record-keeping purposes. Cookies allow us to analyse our site traffic patterns. A cookie cannot give us access to your computer or to information beyond what you provide us. Most web browsers automatically accept cookies; consult your browser's manual or online help if you want information on restricting or disabling the browser's handling of cookies. If you disable cookies, you can still view the publicly available information on our web site.

Google analytics

When you visit www.thebellinticehurst.com, we use Google Analytics to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Mailing lists

If you sign up to our mailing list and receive eshots on the website, then require you to be registered. As part of the registration process, we collect some personal information. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about such as forthcoming events and promotions; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied.

We use a third-party provider, Fishbowl, to deliver our eshots. We gather statistics about email opening and clicks using industry standard technologies to help us monitor and improve our eshots. For more information, please see [Fishbowl's](#) privacy notice. You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing our data protection officer on manager@thebellinticehurst.com.

Social media

If you interact with the Bell via Pinterest, Facebook, Twitter, Instagram or any other form of social media, please remember that these all have their own functionality, terms and privacy policies. These functions are part of the social media site and are subject to their own terms and privacy policies. Please ensure that you read and agree with these and that you have amended your personal settings so you are happy with how your information will be used by the social media site. The Bell may make use of these functions but does not control them and is not responsible for them.

Contacting the Bell

If you contact us by email, phone or in writing you'll probably give us some of your personal information such as your name, address, email address and telephone number. We'll use this information so we can reply to you and keep you up to date.

Bookings by phone, in person or through a website

We also collect personal information when you book accommodation, to eat here, when you organise a function here, such as a wedding or a meeting, or attend a function or event we're holding. One reason for this is that we are legally obliged to collect and hold that information. Other than that, we use the information for a few reasons: to talk to you about the booking; to tell you about other things at the Bell we think you'd be interested in knowing; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We use payment information to collect payment for the goods and services you use.

At the Bell

CCTV

If you come to the Bell, you will see that CCTV is in use inside the building and around its perimeter. We use the images to maintain public safety, for the security of the Bell and to prevent crime. They may also be used to monitor staff when carrying out work duties. The information we collect includes visual images, personal appearance and behaviours and may be about staff, customers and clients, members of the public and those inside or just outside the Bell. Images are recorded continuously and displayed on monitors which are not visible to the public.

Wifi

If you visit the Bell and log on to our wifi, we may, as a result, collect data about your device, the volume of data you use, the websites and applications which you access and your usage by access time, frequency and location. This information is used only to provide you with access to the wifi and is not used for any profiling, marketing or other purposes. If you would prefer your location not to be known, you can do this by altering your device's settings.

How long we keep your information for

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for. We will decide this by considering what information we hold, the reasons we collected it and whether there are other means to achieve those purposes.

How we share your information

We don't share the information we collect with anybody else, except in the case of CCTV images. These may be shared with the subject themselves, the police force or other security organisations.

Access to your personal information

You are entitled to view, amend, or delete the personal information that we hold. Please email your request to our data protection officer. This is the Bell's General Manager and the contact email address is manager@thebellinticehurst.com. In most cases, access is free although in some circumstances we are permitted to charge a reasonable fee to cover administrative costs.

Changes to this Privacy Policy

We reserve our right to make any changes and updates to the privacy policy without giving you notice as and when we need to. We'll always make sure that the most up to date privacy policy is posted on our website, so you can refer to it whenever you like.