

Privacy Policy

Introduction and General Policy

FBD Hotels and Resorts owns and operates hotels and associated leisure services in Ireland and Spain.

The primary function of the website is to;

- Provide the site visitors with an overview of our business to include details of group news and events and corporate information.
- Promote the services that we offer at each of our Hotels
- Allow people to contact the Group Head Office with enquiries of any nature.

We (FBD Hotels & Resorts) take the utmost care to ensure that the personal information we obtain from you on this website is not used in a way that you are unaware of or not agreeable to you.

Please read this policy carefully as it is intended to clearly set out to you how your personal data that is collected by us is processed by us. By submitting the information, you confirm that we are authorised to process it on your behalf in accordance with this Privacy Policy.

Our identity as Data Controller

PLL Hotels (Ireland) Limited (trading as FBD Hotels & Resorts) is a Data Controller.

If you have any questions or comments about this policy, please address these to the Data Protection Administrator by any of the following mediums;

Phone	+353 45 831003
Email	DPA@fbdhotels.ie
Business Address	Killashee Lodge, Killashee, Naas, Co. Kildare, W91 DTX0

What personal information is Collected?

Unless otherwise agreed with you, we will only collect basic personal data about you on the website, which does not include any special categories of personal information about you.

Generally speaking, at the time you submit personal information or make a request, the intended use of the information that you submit will be apparent in the context in which you submit it and/or because the website or form states the intended purpose.

Privacy Policy

We have prepared the following table to indicate the main categories of personal data we process on the website.

Category of Personal Data	Data Subject (Generally)	Types of Personal Data Collected
General Identity Information	Anyone who contacts us for any reason	On the Website Contact Us Form; Name, Mobile Phone Number, Email Address, Enquiry Details
Technical Data (to compile statistical data via cookies)	Anyone that uses our website	IP Address, Browser Type, Access Time and referring URL

We only ask that you disclose enough personal data as is necessary to;

- respond to you as comprehensively as possible where you have asked us a question, made a comment or a suggestion or requested additional information about us,
- manage our ongoing relationship with you, our customer,
- improve the quality of your visit to our website or any of our hotels,
- enable us to function as a business, but while always ensuring that any privacy impact to you, the data subject, is minimised and there is a fair balance between our rights as a data controller and your rights as a data subject.

Cookie Information

Website usage information is collected using Cookies. This information may be used to help us improve our site and the services we offer. Cookies are small text files that a site transfers to a visitor's hard disk or browser for added functionality or for tracking site usage. In order to measure the effectiveness of our online presence, FBD Hotels and Resorts may use cookies to determine the path users take on our site and to identify repeat visitors of our site. We do not use cookies to gather personal information such as a person's name or e-mail address.

Privacy Policy

Why do we collect your personal information?

We may process your personal data for many different reasons.

- 1) To comply with our legal and statutory obligations
- 2) To enter into and perform a contract for a product or a service with you
- 3) To enable us, acting in our legitimate interests, to function as a business
- 4) To enable us to carry out any processing activity of your personal data, where that processing activity requires us to obtain your consent.

What will happen if I do not provide personal data?

If we require your personal data, for example, where we ask you to provide personal details on an enquiry form, we may not be able to respond to you effectively.

Children's Privacy & Parental Consent

Please be aware that FBD Hotels & Resorts has not designed this site for and does not intend it to be used by anyone under the age of 18.

International Transfers

Where we require your personal data to be processed outside of the EEA (European Economic Area) we will ensure that your data is protected under the Privacy Shield Regime. i.e. is afforded the same level of protection as the EU.

Security of your information

FBD Hotels and Resorts is committed to protecting the information we collect.

All site servers are configured with data encryption technologies and industry-standard firewalls to ensure our site is hosted in a secure environment.

Whilst our website allows users to directly access the booking engines for our properties, we ask that all users read and accept the privacy policies on the individual property websites as they are each data controllers in their own right. Please see External links for additional information.

How long do we retain your information?

Generally, we will retain all personal data securely and for as long as is necessary to ensure that we comply with the relevant legislative environment that we in the Hotel and Leisure sector operate in.

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What do we do with your personal information?

All personal data we hold about you will be processed by our staff in Ireland, unless otherwise indicated.

We do not sell, rent or share your personal information to any third-party joint promoters, nor use it for any unapproved commercial purposes.

On occasion, where it is necessary, we may need to share basic personal data with third parties in relation to the general management and administration of the FBD Hotels and Resorts Group where personal data may be shared with our trading hotels, depending on the nature of the enquiry.

External links

The website fbdhotels.ie contains various links. This privacy policy applies solely to information collected and processed by the fbdhotels.com website. Please see the below table for additional detail.

External Link Type	Privacy Information
Links to Booking Engines of Hotels in our Group	<p>Our website allows users to select any of our hotels and link directly into the booking engine of that hotel. This is for convenience purposes to website users.</p> <p>Similarly, the website allows certain contact forms to be sent directly to the hotel in question for follow-up.</p> <p>Please note that each of our hotels (named as follows)</p> <ul style="list-style-type: none"> • Faithlegg • Castleknock Hotel • Sunset Beach Club • La Cala Resort • The Heritage • Killashee Hotel • Grand Hotel Malahide <p>are data controllers in their own right.</p> <p>We ask that you view the privacy policies on their respective websites as they are the Data Controller.</p>
Links to Unrelated External Sites	<p>Please take note that FBD Hotels and Resorts is not responsible for, nor has any control over the privacy policies or practices of such other sites.</p>
Links to Plugins and Applications	<p>We encourage our users to be aware when they leave our site and to read the privacy policies of each and every site that collects personally identifiable information.</p>

Privacy Policy

Your Rights

You have the right to

- request from us access to, rectification or erasure of your personal data or restrict processing concerning your data.
- withdraw consent for the processing of your personal data at any time, where relevant.
- object to the processing of your data as well as the right to data portability.
- have your personal data erased if we do not have a legitimate reason for processing same.
- You also have the right to lodge a complaint with The Data Protection Commission where you consider that the processing of your personal data by us infringes the General Data Protection Regulation 2018.

Policy Modifications

FBD Hotels and Resorts reserve the right to change this Privacy Policy at any time. Please revisit our site from time to time to view any material changes to this policy.