

Kilmurry Lodge Hotel Privacy Policy

Privacy Policy

The Kilmurry Lodge Hotel is strongly committed to maintaining the privacy of your personal information. Information provided to us will remain strictly confidential and under no circumstances will it be disclosed to any third parties.

General Disclaimer:

This statement relates to The Kilmurry Lodge Hotel privacy practices in connection with this website. We are not responsible for the content or privacy practices of other websites. Any external links to other websites are clearly identifiable as such. Some technical terms used in this statement are explained at the end of this page.

Privacy Statement

The Kilmurry Lodge Hotel fully respects your right to privacy, and will not collect any personal information about you on this website without your clear permission. Any personal information, which you volunteer to The Kilmurry Lodge Hotel will be treated with the highest standards of security and confidentiality, strictly in accordance with the Irish Data Protection Acts, 1988 & 2003 and in line with the European Union framework known as the GDPR.

Collection of Your Information

The Kilmurry Lodge Hotel collects various personal and technical information about you on this website.

Personal information: When you make a booking, you'll be asked for your name, address, telephone number, email address, payment details, the names of guests traveling with you and your preferences for your stay.

Technical information: When you visit our website, we may also collect certain information, like your IP address, or browser, and information about your computer's operating system, application version, language settings and click stream data which shows the traffic of your visit around this web site (for example pages accessed and documents downloaded). We also collect the previous website address from which you reached us and the domain name used (for example .ie., .com, .org, .net). If you're using a mobile device, we might also collect data that identifies your mobile device, device-specific settings and characteristics and latitude/longitude details.

Use of Your Information

Why the Kilmurry Lodge Hotel collects your data?

Bookings: We use your personal information to administer your online booking.

Guest reviews: We may use your contact information to invite you to write a review after your stay.

Marketing activities: We also use your information for marketing activities, as permitted by law. For example: When you make a reservation with us, we will send a booking confirmation by email. We also send our customers regular newsletters by email. You can opt out, or unsubscribe, from marketing communication at any time. If you have provided us with your email address at some point over the past 12 months we might use this email address to target you with specific offers on Facebook or other social media sites that allow retargeting services.

Other communications: There may be other times when we get in touch by email, by post, by phone or by texting you, depending on the contact information you share with us. There could be a number of reasons for this, for example, we may need to respond to and handle requests you have made

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Improving our services: Finally, we use personal information for analytical purposes, to improve our services, enhance the user experience, and improve the functionality and quality of our services.

How does The Kilmurry Lodge Hotel use Guest Reviews you share with us?

After your stay with us you'll be invited to submit a Guest Review, which may ask for information about the property, the surrounding areas, and the destination. If you don't want your name to show with your review, you can be displayed anonymously. By completing a Guest Review, you're agreeing that it can be displayed on, for example, our websites, in our social media accounts; to inform other travellers about the quality and services of the hotel.

Information We Share With Third Party Providers

We may share your personally identifiable information with service providers including:

- Payment processors for secure credit card payment transaction.
- Hosting services.
- Email service providers to send you emails pertaining to your booking. Such providers may send emails of a marketing nature if you have agreed to receive such newsletters.
- Advertising partners who may use email address, cookies and other tracking technologies, such as pixels and web beacons, to gather information about your activities on our website and other sites to provide you with targeted advertising based on your browsing activities and interests.
- Our business partners, suppliers, and sub-contractors, for the performance of any contract we enter into with them. We may also share your data with analytics and search engine providers that assist us in the improvement of our website.
- Legal authorities when we believe in good faith that we are lawfully authorised or required to do so or when necessary to do so to protect the rights and safety of [Hotel name] , employees and users from fraudulent, abusive, inappropriate or unlawful use of our services.
- In connection with, or during negotiations of, any merger, sale of company assets, financing or acquisition, or in any other situation where personally identifiable information may be disclosed or transferred as one of the business assets of Kilmurry Lodge Hotel.
- Information that is aggregated or anonymised that does not directly identify you.

Disclosure

The Kilmurry Lodge Hotel uses a range of third parties to provide services – either directly or indirectly. Where relevant, these companies are required to comply with our data privacy and information security standards when handling personal data and we aim that they do not compromise your personal data and information. We may share your personal data and information if we believe in good faith that such disclosure is authorised by law or is necessary to protect your personal safety. Such disclosure may include cross-border transfer of personal data and information. If legally compelled to disclose your information to a third party, we will use commercially reasonable efforts to notify you in advance of a disclosure unless legally prohibited.

We do not store any personal data in the cookies that we use. Additionally, all our cookie data is encrypted to prevent third parties from accessing the information they contain.

The technical information will be used by Kilmurry Lodge Hotel, and only for statistical and other administrative purposes. You should note that technical details, which we cannot associate with any identifiable individual, do not constitute “personal data” for the purposes of the Irish Data Protection Acts, 1988 & 2003, and in line with the European Union framework known as the GDPR.

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Security

The Kilmurry Lodge Hotel takes security responsibilities seriously, employing the most appropriate physical and technical measures, including staff training and awareness and we review these according measures regularly.

Right of Access, Rectification and Erasure

If you have given your personal data and information to us, you have the right to ask us to advise you of the scope of information Kilmurry Lodge Hotel processes about you, the purpose and nature of the processing, and information on who we share it with. You can also request to update, correct, or delete it at any time. However, we may need to retain certain information for legal or administrative purposes, such as record keeping or to detect fraudulent activities. You can opt out of marketing contact upon request. If you are concerned about potential violation of your privacy rights, please advise us of your concerns and we will strive to resolve them as soon as practically possible.

You can do any of the above by emailing info@kilmurrylodge.com. Please write 'Request personal information' in the subject line of your email. You can also send your requests in writing to 'Kilmurry Lodge Hotel, Dublin Road, Castletroy, Limerick'. The Kilmurry Lodge Hotel will reply to your request with one calendar month of receiving the request.

Accurate, Complete and up to date Information

The Kilmurry Lodge Hotel strives to retain only data that is accurate, complete and up to date. Please contact us to ensure that the personal information we retain is up to date. Email info@kilmurrylodge.com. Please write "Request personal information update" in the subject line of your email. You can also send your requests in writing to "Kilmurry Lodge Hotel, Dublin Road, Castletroy, Limerick"

Complaint Resolution

All customer complaints are promptly escalated to the relevant manager. The Kilmurry Lodge Hotel deals with all complaints fairly and promptly and all issues are resolved as quickly as possible. Where any customer is dissatisfied with the outcome of our efforts to resolve their complaint, the matter will be raised with senior management. Where any customer remains dissatisfied, they are notified of their rights to refer their complaint to the relevant Ombudsman.

Cookie Policy

WHAT ARE COOKIES?

Cookies are small text files stored on your device by a web browser (e.g. Microsoft Internet Explorer, Microsoft Edge, Google Chrome, Firefox) that hold information about your previous visits to our site. On returning to our site this stored information is fed back to us allowing us to offer you a more personal browsing experience. By using our site, you consent to cookies being used in accordance with our policy. For more information on cookies, visit www.dataprotection.ie

WHY ARE WE TELLING YOU THIS?

EU law requires website operators to ask for permission before using certain kinds of cookies. To ensure you are completely aware of the types of cookies we use and to enable us to continue to bring you the best possible browsing experience, we are giving you a detailed outline of the cookies we use and their unique role in your web browsing experience.

WHAT COOKIES WE USE

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Our website uses the following types of cookies, of which are generated and used by the Avvio system services

Strictly necessary cookies – These technical cookies enable you to navigate our site and gain full access to its features and secure areas. Without these cookies essential services, you have asked for, cannot be provided.

Functionality cookies – These cookies remember choices you made on previous visits to our site such as your username, language or region so we can provide enhanced, more personal features. They can also be used to remember changes you've made to text size, fonts and other parts of web pages you can customise. Functionality cookies can also be used to provide services you have previously asked for such as watching videos or commenting on a blog. The information collected by these cookies may be anonymised and they cannot track your browsing activity on other sites.

Performance cookies (Google analytics cookies) – These cookies remember information about how you and other customers use our website. This gives us vital information such as which pages are visited most often and if customers are receiving error messages from certain pages. The role of these cookies is to allow us to analyse and improve the performance of our website ensuring you receive a consistent look, feel and shopping experience. Performance cookies don't collect any information that identifies the customer and all information collected is aggregated and therefore anonymous.

Targeting or advertising cookies – These cookies are used to show you Kilmurry Lodge Hotel advertisements on other websites. This is called 'retargeting' and these cookies remember that you have visited our website and the information is shared with other organisations such as third-party advertisers. Third-party advertisers, including Google, use first-party cookies (such as Google Analytics cookie) and third-party cookies (such as the DoubleClick cookie) together to inform, optimise, and serve advertisements based on someone's past visits to our website. When one of these adverts is presented to you on a site there will be a quick and easy way to click in and opt out of receiving further adverts.

OUR COOKIE DETAILS

Cookie Name	Cookie Purpose	Expiry	Category
CSSID	This is a session cookie and is used only to link a browsing customer with a server session. It is a mandatory cookie and does not contain any personally identifiable information	Session	Strictly Necessary
crm	Used to store information about authenticated users (accountID) or promo code used by a browsing user on a hotel site. This is a mandatory cookie and functionality of the booking engine is severely limited without this cookie. The information contained in this cookie is not shared with any third party.	13 Days	Strictly Necessary
avvio_persp, personalise	Used to personalise a visitors website / booking engine experience. As a user interacts with the hotel (searches for availability on certain dates, makes booking, etc.) we update the information	119 Days	Functional

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	we have on that user for that property. This information is then used to personalise the website experience for that user if they return to the website again. Personalisation options include remembering the preferred dates of stay in the event that the user has not yet made a booking or remembering their name and arrival date if they are a pre-stay customer seeking additional information (e.g. directions, upgrades) on the website. The data contained in these cookies and the data associated with that cookieID is not shared with any third parties and is used exclusively for personalisation		
CookieConsent	Stores the user's cookie consent state for the current domain	1 Year	Strictly Necessary
cL_[XXXX]	Stores the explicit consent level given by user for various categories of cookies	1 Year	Strictly Necessary
IM_[XXXX]	Tracks no. of times consent message is shown	Session	Strictly Necessary

MANAGING COOKIES

Can I disable cookies from your website?

It is possible to stop your browser accepting cookies from particular websites. However, disabling cookies from our site will mean you lose a lot of functionality, which will have a detrimental impact on your browsing experience and mean that you only have limited access to personalised areas of the site.

HOW TO BLOCK OR DELETE COOKIES

We have explained to you what cookies are and what they do, you can delete or disable cookies if you want to and the links below will explain how to do this. It is possible to block some or all cookies, or even to delete cookies that have already been set; but you need to be aware that you might lose some of the functionality of the website by blocking strictly necessary cookies that are outlined above.

If you wish to restrict or block the web browser cookies set on your device, you can do this through your browser settings; the 'Help' function within your browser explains how to change these settings.

Microsoft Internet Explorer – How to delete cookies in Microsoft Internet Explorer

Microsoft Edge – How to delete cookies in Microsoft Edge

Google Chrome – How to delete cookies in Google Chrome

Firefox – How to delete cookies in Firefox

Safari – How to delete cookies in Safari

You can also visit www.allaboutcookies.org, which contains comprehensive information on how to manage cookies on a wide variety of desktop browsers.

Glossary of Technical Terms Used:

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Web Browser; the piece of software you use to read web pages. Examples are, Microsoft Internet Explorer, Microsoft Edge, Google Chrome or Firefox.

IP Address; the identifying details for your computer (or your Internet Company's Computer), expressed in 'internet protocol' code (for example 193.156.22.64). Every computer connected to the web has a unique IP address, although the address may not be the same every time a connection is made.

Fair Processing Notice

This Fair Processing Notice and our Privacy Policy is The Kilmurry Lodge Hotel's commitment to protecting your privacy. We protect your information from unauthorised use or loss and will only pass your data to our business partners, to fulfil your requirements, improve our services or where we are required to do so by law.

The information we collect from your computer is utilised in service and security improvement, to transmit messages to your computer or to generate e-mail marketing. You may opt-out of e-mail marketing at any time by clicking the relevant "Unsubscribe" link in the e-mail message or contacting the marketing department at info@kilmurrylodge.com

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