

Privacy Policy

Under data protection law you, as a customer of the The Cricketers, Clavering (Market House Hotel Limited) have specific rights. To ensure that you understand these rights we are providing you with this privacy policy.

We are The Cricketers, Clavering (Market House Hotel Limited), Wicken Road, Clavering, Nr Saffron Walden, CB11 4QT. Telephone no. 01799 550442, email info@thecricketers.co.uk. For the purposes of processing your personal data we are the controller.

The Personal data we process and what we do with it.

We record and use the following categories of personal data which may include - name, home address, company name, telephone number, email address.

- To send offers, promotions and news
- To enable us to return any left items to you
- To provide any invoices for stays with us
- To manage and process your accommodation or meal reservation or gift voucher purchase.

Sharing your Personal Data

Where a third party is used to store your personal data, we ensure they are compliant with the data protection law and such data is not stored outside the EU or used by themselves.

Retaining your Personal Data

Whilst a customer of The Cricketers, Clavering we will continue to store and use your personal data. If you are a hotel guest we will retain your data for a period no longer than 6 years from the date of your last stay. If you are a diner we will retain your personal data no longer than 18 months from the date of your last booking. If you have signed up for our mailing list by completing our subscription on the website or application cards in house, we will retain this personal data until we are told to remove your data or you unsubscribe from the service.

Your Rights

As we process your personal data, you have certain rights. These are rights of access, a right of rectification, a right of erasure and a right to restrict processing.

- You may request a copy of your data at any time. Please make sure this request is in writing or by email to info@thecricketers.co.uk. Please provide full details of the information you require.
- If you believe that any of the personal data we are holding is incorrect or incomplete, please contact us directly and any necessary amendments will be made promptly.
- If you believe we should erase your data, please call us on 01799 550442 or email info@thecricketers.co.uk
- Where you have provided explicit consent to us to use your data you have a right to withdraw this at consent at any time.

Data Breach

Should your personal data that we control be lost, stolen or otherwise breached, we will contact you without delay. We will advise you of the nature of the breach and the steps we will take to deal with this.

You can contact the Information Commissioner's Office (ICO) via their website : www.ico.org.uk should you wish to make a complaint about the way we are processing your personal data.