



Mount Errigal Hotel - Privacy Policy

At Mount Errigal Hotel, we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy explains how we collect, use, store, and protect your personal data when you visit our hotel, use our website, or make a booking with us.

1. Who We Are

Mount Errigal Hotel

Letterkenny, Co. Donegal, Ireland

Phone: +353 (0)74 9122700

Email: info@mounterrigan.com

Website: www.mounterrigan.com

We are the data controller responsible for your personal information under applicable data protection laws.

2. Information We Collect

We may collect the following types of personal data:

- Identification Data: Name, title, nationality, date of birth
- Contact Information: Email address, phone number, home address
- Booking Details: Stay dates, number of guests, preferences
- Payment Information: Credit/debit card details (processed securely)
- Online Activity: IP address, device type, browser data (via cookies)
- Communication Records: Emails, messages, and correspondence with us

We do not knowingly collect personal information from children under the age of 16 without parental consent.

3. How We Use Your Information

We use your data to:

- Process and manage bookings and reservations
- Communicate booking confirmations and relevant information
- Provide services during your stay (e.g., housekeeping, restaurant)
- Improve our services and customer experience
- Comply with legal obligations (e.g., guest registration)
- Send marketing communications (only with your consent)

4. Legal Basis for Processing

We process your personal data based on one or more of the following:

- Your consent
- The necessity to perform a contract
- Compliance with a legal obligation
- Our legitimate interests (e.g., service improvement, fraud prevention)

5. Sharing Your Data

We do not sell your personal information.

We may share your data with trusted third parties, including:

- Payment processors (secure and GDPR-compliant)
- Booking platforms (e.g., Booking.com, Expedia)
- IT service providers (e.g., website hosting, CRM systems)
- Legal or regulatory authorities (if required by law)

All third parties are contractually obligated to handle your data securely and only for specified purposes.

6. Data Retention

We retain your data only as long as necessary for:

- Booking and service fulfilment
- Legal and accounting requirements
- Marketing (only with ongoing consent)

Typically, guest booking data is retained for up to 7 years in accordance with Irish financial regulations.

7. Data Security

We implement appropriate technical and organisational measures to protect your data, including:

- Secure server and firewall infrastructure
- Encrypted payment processing
- Access controls and staff training
- Regular security audits

However, no data transmission over the Internet is 100% secure. We cannot guarantee the absolute security of your information transmitted online.

8. Your Rights Under GDPR

As an individual in the EU, you have the following rights:

- Access your personal data
- Rectify incorrect or incomplete data
- Erase your data ("right to be forgotten")
- Restrict or object to processing
- Withdraw consent at any time
- Lodge a complaint with the Data Protection Commission (www.dataprotection.ie)

To exercise any of these rights, please contact us at: info@mounterrigan.com

9. Cookies

Our website uses cookies to improve user experience and analyse traffic.

- You can manage cookie preferences through your browser settings.
- A cookie banner will allow you to accept or reject non-essential cookies when visiting our site.

For more details, see our separate Cookie Policy (available on our website).

10. Changes to This Privacy Policy

We may update this Privacy Policy occasionally. The latest version will always be available on our website. We recommend checking this page periodically.

11. Contact Us

If you have any questions or concerns regarding your data or this policy, please contact:

Data Protection Officer
Mount Errigal Hotel
Letterkenny, Co. Donegal, Ireland
Email: info@mounterrigan.com
Phone: +353 (0)74 9122700

By using our services, booking a stay, or visiting our website, you acknowledge that you have read and understood this Privacy Policy.