

As a company we recognise the importance of protecting your privacy, in line with our legal responsibilities. This notice is to advise you how we use any personal information that you share with us. This information may have been provided through our website, or when you have been a recipient of our services at our hotel, or guest house.

#### **Who we are**

LWT Trading (UK) Ltd is the trading company in the UK, for the registered charity The Latvian Welfare Trust, for which it operates a guest house (72 QT, London) and an hotel (Cathorpe Manor Estate Country House Hotel, Catthorpe, Lutterworth).

Further details can be found at: [www.catthorpemanor.co.uk](http://www.catthorpemanor.co.uk)

#### **Personal information we collect**

We collect your personal information when you enter your details on forms on our website, when you contact us in writing (by post, email, or messages via social media platforms), or by phone. We may also collect your personal information when you use, or are a recipient of, our services at the guest house, or the hotel and restaurant.

In the case of an enquiry on behalf of a company, we may collect your company's name, your position in the company, the company's address, email address and telephone numbers.

We may also acquire your details from third parties who hold and supply marketing lists, or otherwise in the public domain.

#### **How long we keep your personal information**

We only use your personal information in relation to any services you have requested from our company. This information will be held securely for the duration of any agreement we have with you and will then be securely archived. Archives are reviewed and deleted after six years.

You may also have agreed to receive news and marketing information which may be of interest to you. You can opt out of this at any time by contacting us or following the 'unsubscribe' link in marketing emails you have consented to receive.

#### **Storing your bank and payment card details**

For private customers, we do not keep any bank or payment card details. All payments are entered directly on to the card machine, even in the case of "card holder not present", which would apply to payments taken over the telephone.

This will normally also apply in the case of a company, though there are exceptions when we have been specifically asked to retain the details for repeat business. These card details are then kept filed securely; with controlled access.

#### **Sharing your personal information with third parties**

Your personal information is only used by the company for any services we are providing for you, or for direct marketing to you. For such purposes we use only relevant personal information to contact you.

We do not share your personal information with any third party, nor do we sell it for any reason whatsoever. We do not use automated call services and we do not record telephone calls for training or other purposes.

### **How we keep your personal information secure**

All personal information collected during your interactions with us is kept securely filed, with access limited on a need-to-know basis.

Accommodation booking details are collected via the secure servers of Hotel Perfect and can only be accessed by secure codes held by management.

Information collected from you for functions, will be collated and securely filed following completion of the function. These files are then securely archived one month after the date of the function; archives are deleted after six years.

### **How we use your personal information**

We will use the information you supply to us to send you information which is related to your purchase or enquiry by telephone, post or email.

We will also use your personal information for marketing communications relating to our business, by email or similar technology, where you have specifically agreed to this. Communications will include special offers, events and news, which we think may be of interest to you. Marketing communications via email and other technologies will be no more frequent than once per week and you can opt out of receiving these communications at any time by getting in touch with us or using the 'unsubscribe' link in any marketing email you receive.

### **Third party websites**

Our websites contain links to other websites. We are not responsible for the privacy policies or practices of third party websites.

### **Website Analytics**

Like many other websites, catthorpemanor.co.uk and 72qt.co.uk make use of log files. The information inside the log files includes internet protocol (IP) addresses, type of browser, Internet Service Provider (ISP), date/time stamp, referring/exit pages, and number of clicks to analyse trends, administer the site, track user's movement around the site, and gather demographic information. IP addresses, and other such information are not linked to any information that is personally identifiable.

### **Updating your preferences**

You can change your personal information and marketing preferences at any time by contacting us.

If you do not wish to receive information by email from us, please use the unsubscribe feature on any promotional email received.

### **How to contact us**

LWT Trading UK Ltd  
Catthorpe Manor Estate  
Lilbourne Lane  
Catthorpe  
Lutterworth  
Leicestershire  
LE17 6DF

T: 01788 860599

E: [enquiries@catthorpemanor.co.uk](mailto:enquiries@catthorpemanor.co.uk)