



MITRE HOUSE HOTEL

PRIVACY POLICY

LAST UPDATED: JUNE 2026

At Mitre House Hotel, we believe your personal information belongs to you.

This policy explains what information we collect, why we collect it, how we use it, and the choices you have. We have written it in plain English because privacy policies should be understandable, not buried in legal language.

If you have any questions about this policy, please contact us:

Mitre House Hotel

178–186 Sussex Gardens

London W2 1TU

United Kingdom

Email: reservations@mitrehousehotel.com

Telephone: 44 (0)20 7723 8040

WHO WE ARE

Mitre House Hotel is the data controller responsible for the personal information we collect and use.

When we say "we", "us" or "our" in this policy, we mean Mitre House Hotel.

WHAT INFORMATION WE COLLECT

The information we collect depends on how you interact with us.

When you make a booking, we may collect:

- Name
- Address
- Email address

- Telephone number
- Nationality
- Passport or travel document details (where required by law)
- Booking details
- Arrival and departure dates
- Number of guests
- Payment information
- Special requests

Examples of special requests may include:

- Ground floor rooms
- Walk-in showers
- Accessibility requirements
- Dietary requirements
- Travel information
- When You Stay With Us

During your stay, we may collect:

- Check-in and check-out records
- Communications with our team
- Maintenance requests
- Lost property information
- Incident reports
- Guest feedback and reviews

CCTV

For the safety and security of guests, staff and visitors, CCTV operates in public areas of the hotel.

CCTV does not operate inside guest bedrooms.

Recordings are only accessed when necessary for security, crime prevention, health and safety, insurance, or legal reasons.

WHEN YOU CONTACT US

If you email, call, message or write to us, we may keep records of those communications.

This helps us:

- Answer your questions
- Manage bookings
- Resolve complaints
- Improve our service
- When You Visit Our Website

Our website automatically collects some technical information, including:

- IP address
- Browser type
- Device type
- Pages viewed
- Time spent on the website
- Referring websites

We use this information to improve website performance and understand how visitors use our site.

HOW WE RECEIVE INFORMATION

We receive information:

Directly From You

For example, when:

- You book on our website
- You call us
- You email us
- You stay with us

Through Third Parties

For example:

- Expedia
- Hotels.com
- Travel agents
- Corporate booking providers
- Payment providers

If you book through a third party, their privacy policies also apply.

WHY WE USE YOUR INFORMATION

We only use your information when we have a valid legal reason to do so.

Most commonly, this is because:

- We need it to fulfil your booking
- We have a legitimate business reason
- We have a legal obligation
- You have given consent
- Providing Accommodation Services

We use your information to:

- Confirm bookings
- Manage reservations
- Process payments
- Communicate before and during your stay
- Provide customer support
- Security and Safety

We use information to:

- Maintain hotel security
- Investigate incidents
- Prevent fraud
- Protect guests and staff
- Financial and Legal Requirements

We may use information to:

- Maintain accounting records
- Process refunds
- Comply with tax obligations
- Respond to legal requests
- Improving Our Services

We analyse information such as:

- Guest feedback
- Survey responses
- Booking trends
- Website usage

This helps us improve the guest experience.

MARKETING

If you have booked with us or opted in to marketing communications, we may occasionally send:

- Hotel news
- Promotions
- Special offers
- Event information

You can unsubscribe at any time by clicking the unsubscribe link in any email or by contacting us directly.

WHO WE SHARE INFORMATION WITH

We do not sell your personal information.

We only share information where necessary.

This may include:

Booking and Reservation Systems

To manage reservations, we use trusted providers, including:

- GuestCentric
- SiteMinder
- Clarity PMS (part of the Mews hospitality platform group)

These providers process data on our behalf.

Booking Partners

If you book through Expedia or another third-party booking provider, your personal information will also be processed under that provider's own privacy policy.

Where bookings are made through third-party providers, we receive only the information necessary to manage your reservation and provide your stay

Payment Providers

Payments may be processed through secure payment providers, including:

- Dojo
- Stripe

Mitre House Hotel does not store full card details.

Professional Advisers

Where necessary, we may share information with:

- Accountants
- Solicitors
- Insurers
- Auditors
- Our Technology Partners & Service Providers

To operate the hotel and provide our services, we use a number of trusted third-party systems. These providers only receive information necessary for them to perform their services and are required to protect your information appropriately.

Examples include:

Provider	Purpose
GuestCentric	Hotel website and direct booking engine
SiteMinder	Reservation and channel management
Expedia Group	Online travel agency bookings
Dojo	Card payment processing
Xero	Accounting and financial record keeping
Microsoft 365	Email, document storage and business operations
MailerLite	Email marketing communications
Google Analytics	Website traffic and performance analysis

Our providers may change from time to time as our systems evolve. We review suppliers periodically to ensure they meet appropriate security and privacy standards.

USE OF ARTIFICIAL INTELLIGENCE TOOLS

From time to time, we may use artificial intelligence (AI) tools to assist with administrative tasks, content creation, operational analysis and service improvements.

Where AI tools are used for analysis, we take reasonable steps to remove personal identifiers wherever possible before information is processed.

We do not use AI systems to make automated decisions about guests, bookings, pricing eligibility, or any matters that would significantly affect individuals without human oversight.

OPERATIONAL ANALYTICS

When analysing booking trends, occupancy levels, revenue performance, marketing effectiveness or guest behaviour patterns, we aim to use aggregated or anonymised information wherever practical. This helps us improve our services while minimising the use of personally identifiable information.

LEGAL AUTHORITIES

We may disclose information where required by law, including requests from:

- Police
- Courts
- Government agencies
- Regulatory authorities
- How Long Do We Keep Information

We only keep personal information for as long as necessary.

Guest reservation and contact information held within our reservation systems may be retained for up to 38 months before being anonymised, unless a longer retention period is required for legal, accounting, fraud prevention, or regulatory purposes.

Retention periods vary depending on:

- Legal requirements
- Tax obligations
- Booking history
- Security requirements

When information is no longer required, it is securely deleted or anonymised.

INTERNATIONAL TRANSFERS

Some of our service providers may store information outside the United Kingdom.

Where this occurs, we ensure appropriate safeguards are in place as required by UK GDPR.

YOUR RIGHTS

Under UK data protection law, you have the right to:

Access	Request a copy of the information we hold about you.
Correction	Ask us to correct inaccurate information.
Deletion	Request the deletion of information where there is no legal reason for us to keep it.
Restriction	Ask us to limit how we use your information.
Objection	Object to certain types of processing, including direct marketing.
Portability	Request your information in a machine-readable format where applicable.
Withdraw Consent	Where processing is based on consent, you may withdraw it at any time.

MAKING A DATA REQUEST

To exercise any of your rights, please contact:

Email: reservations@mitrehousehotel.com

We may ask for proof of identity before releasing personal information.

COMPLAINTS

If you are unhappy with how we handle your information, we would appreciate the opportunity to address your concerns first.

You also have the right to complain to the:

Information Commissioner's Office (ICO)

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: <https://ico.org.uk>

COOKIES

Our website uses cookies to help it function properly and improve your experience.

Cookies may be used to:

- Remember preferences
- Measure website performance
- Understand visitor behaviour
- Improve marketing effectiveness

You can control cookies through your browser settings.

We use Google Analytics to help us understand how visitors use our website. Google Analytics collects information in an aggregated form and does not identify individual visitors directly.

CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time.

The latest version will always be published on our website.

We collect only the information we need, we protect it carefully, we never sell it, and we use it primarily to provide accommodation and related services to our guests.



In summary:

We collect only the information we need, we protect it carefully, we never sell it, and we use it primarily to provide accommodation and related services to our guests.

DATA PROTECTION QUERIES

If you have questions regarding this Privacy Policy or how we process your personal information, please contact:

- reservations@mitrehousehotel.com

We will respond as soon as reasonably possible and within applicable legal timeframes.



MITRE HOUSE HOTEL