

Privacy Policy

'Kings Oak Hotel', 'Kings Oak' 'Kings Oak Corporate', 'Corporate Kings Oak' and the 'KO' means the Kings Oak Hotel (2009) Limited.

Your acknowledgement of this Privacy Policy

At the Kings Oak, we are totally committed to maintaining the trust and confidence of our visitors to our website and aim to maintain consistently high levels of best practice in our processing of personal and or sensitive personal data. In particular, we want you to know that the Kings Oak is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. We just don't do that sort of thing. We're more into making sure our patrons have a really good time when they are with us.

But just in case you don't believe us, in this Privacy Policy, we've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure. Grab your favourite tippie and read on. If you are reading this Privacy Policy online, please print or save a copy for your records. Either way, please read it carefully.

By accessing, using or registering on www.kingsoakcorporateevents.com for any of our downloadable information, using the Kings Oak Wi-Fi, you acknowledge that you have read this Privacy Policy.

How the Kings Oak Hotel use the information you provide us

As part of the registration process for our brochure, wedding enquiries, guest lists for open evenings and events, we collect personal information. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We also add your details to our newsletter list so that we can send you regular newsletters to let you know what's happening at the Kings Oak. You can unsubscribe from our newsletter list at any time (see the next paragraph below).

We don't rent or trade email lists with other organisations and businesses.

We use a third-party provider, MailChimp, to store the names and email addresses we obtain from the various registration processes and to deliver our newsletter and response emails to the various registration requests we receive via our website. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our newsletter and email broadcasts.

For more information, please see [MailChimp's privacy notice](#). You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing our data protection officer richard.crook@kingsoakhotel.com.

Examples of how we may personalise information include sending you a personalised invitation to one of our events or an invitation to share in our 'news & gossip' pages and special offers being promoted within our restaurants, venue or Beach Club.

Any new information you provide us may be used to update an existing record we hold for you. If you provide a work email address we will not be responsible for third parties having access to any communications we send.

There could be occasions when we may share personal information with other organisations used within the events industry to deliver some of our products to you, or provide all or part of the service requested by you. This could be a DJ or a band we have introduced to you. In these instances, while the information you provide will be disclosed to them, it will only be used for the administration of the service provided (including, for example, specific food to be supplied by caterers, table decoration companies involved in seating planning), and to maintain management information for business analysis.

We ask for the best contact telephone number and email address to enable us to contact you in relation to an enquiry you have made, to contact you about relevant products or services, to contact you if there is a problem with your booking, or there is another genuine reason for doing so.

If you provide us with credit or debit card details in order to pay for a service or product, we will keep such details secure and ensure that the details are only used further with your consent and/or for the purposes of any appropriate refunds. We do not share this information with anyone. Shredding after use destroys this information.

Such details may be disclosed to the police and law enforcement agencies for the purpose of fraud detection, crime prevention and national security. We also reserve the right to move or edit messages or materials that we, in our sole discretion, deem to be offensive or which in any way is otherwise unacceptable.

When you enter a contest or other promotional feature run by the Kings Oak Hotel, we may ask for your name, address, phone numbers and email address so we can administer the contest and notify winners.

Occasionally, we may also use the information we collect to notify you by post, phone, mobile phone, email and SMS about an upcoming event or special offer we think you'll find valuable.

We may use sensitive personal data collected in respect of our Beach Club membership to market a special offer or event to you.

Generally, by providing the requested data you consent to The Kings Oak Hotel using that data for administrative purposes and for informing you of offers and events by letter, SMS, phone and/or email. We may also use the information we collect to occasionally notify you about important functionality changes to the website.

Each time you receive electronic marketing information or a message, you have the option to decline to receive further marketing information from us. This is known as an 'opt-out'.

You are entitled to view, amend, or delete the personal information that we hold. If you wish to exercise the opt-out, use the opt-out facility at the bottom of the e-mail (if applicable) Alternatively you can email your request to our data protection officer Richard Crook at richard.crook@kingsoakhotel.com, or call our admin team at 0208 508 5000.

If you have more than one address or email address please make sure to notify any changes to your preferences for each address or email address you have registered with us.

As required by the Data Protection Act 1998, (and latterly the provisions of the GDPR) we follow strict security procedures in the storage and disclosure of information you have given to us. We do not rent or sell any information to third parties and all information gathered is used solely by the Kings Oak Hotel in its marketing of events and offers.

If you contact us electronically we may collect your electronic identifier, e.g. Internet protocol (IP) address or phone number supplied by your service provider. This is to identify any repeat website visits, fraudulent behaviour or mystery shoppers using our websites.

Your Consent

Before you provide any data to us we will endeavour to make it clear why we need it. Sometimes we may need sensitive personal data (examples may be a date of birth for our Beach Club membership and/or your children's names). When this is required we will obtain your consent first. Otherwise, by providing us with information, either orally or written, or by using our website, you consent to the collection, use and processing of this information by the Kings Oak Hotel to provide and send you information about our offers and events.

Subsequent to your purchase of a product or service, we may enter into an arrangement for that service to be provided by a new third party. If this happens, the terms and conditions of your contract with us will provide that you consent to the transfer and processing of personal and/or sensitive personal data to the new provider, subject to the requirement of the Data Protection Act 1998 and associated regulations (and latterly the GDPR).

If the Kings Oak or any part of the Kings Oak business is restructured, sold to or integrated with another business, we may transfer customer information (including your personal information) to other Kings Oak group companies or the new owners, as the case may be

If you comment on our 'News & Gossip' or Blog pages you agree for us to put you on the site, and to display the notes you write in the comments section. We will not publish any direct contact details, except where you specifically state them within the comment itself and the comment is subsequently approved for display.

Cookies

From our special offers and event promotions to sound and video showed on our website, the main aim of this site is to be informative, interesting and helpful. We are keen to find out what you like and dislike and for this purpose, your feedback plays a key role in helping us improve our site. We use a number of techniques to follow your use of the site and provide you with a customised experience. The main and best-known technique is by using what are known as 'cookies'.

What are cookies? Cookies are small data files that a website will put on your device, which in turn sends information back to the website. They cannot affect your device, but they do collect information that can be used to enhance the site. For example, a cookie can remember the items that you have placed in a shopping basket, or it can ensure you get the offer you requested. These are known as 'session' cookies, which expire as soon as you leave the site. The Kings Oak Hotel does not sell any items via its website, therefore, session cookies are not used.

Other cookies can tell us if you come back. These are 'persistent cookies', which often expire after a period of time. They will remain on your device until you delete them. We use them to help customise the site – to do things such as display relevant information based on your visit.

Some cookies enable sites to work, while others help us learn about what people are browsing for.

How we use cookies

We use cookies to ensure you get the most from your visit. They improve your experience of the site because certain features work best with cookies. Feedback and information from the cookies can also help make the site better. By visiting this site, you agree to our use of cookies and other technologies.

Please be assured that the cookies we use do not store any personal details. Here are the main types of cookies and what they do:

1) Strictly necessary

In brief: These cookies enable you to get the information or service you've asked for. They're essential – without them, some services may not work.

For example, These cookies enable you to use shopping baskets, which remember your choices and enable you to buy. We currently do not use shopping carts on our website.

2) Performance cookies

In brief: These cookies collect information about the pages you visit, where you go most often and whether you see error messages. The information is only used to ensure a website works well.

For example, We gather information to diagnose problems and issues. We then use it to make improvements such as improving the page loading speed of our site and fix errors that might have directed you to the wrong page of our site or a page that no longer exists.

3) Functional cookies

In brief: These cookies remember choices you've made to personalise the site. They may remember where you are so you can get tailored information, or remember changes you have made to help you browse, such as increasing the text size.

For example: If you ask for services based on your location, we sometimes store a cookie so that next time you visit you won't have to tell us again.

Google Analytics

When someone visits www.kingsoakcorporateevents.com we use a third-party service, Google Analytics, a web analytics service provided by Google, Inc. ('Google'). Google Analytics uses 'cookies', which are text files placed on your device, to help the website analyse how users use the website. For example, we do this to find out things such as the number of visitors to the various parts of the site.

The information generated by the cookie about your use of www.kingsoakcorporateevents.com (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of www.kingsoakcorporateevents.com, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. We do not make and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google.

You may refuse the use of cookies by selecting the appropriate settings on your browser, however, please note that if you do this you may not be able to use the full functionality of www.kingsoakcorporateevents.com

By using www.kingsoakhotel.com, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Kings Oak Wi-Fi

When you use the free Wi-Fi provided by the Kings oak we will use the data we collect when you use the Kings Oak Wi-Fi in order to capture general trends in Wi-Fi usage amongst our customers and to monitor and improve the Kings Oak Wi-Fi service.

Links to other sites

We often link off to other sites to help provide you with extra information or services. Google maps are an example that we use to offer directions to our premises. Another example, to make it easy for you to share information with your family and friends, we provide links to Twitter, Facebook and other popular social media or bookmarking sites.

But remember, these sites may use cookies that we do not control. So be sure to check how they use your information.

How you can control cookies

If cookies are disabled on your device you will still be able to use most of this site. However, it may limit what you can do.

How you manage your cookies depends on your browser. You will need to go to the 'Help' section of the browser to see how to allow or restrict cookies. Typical browsers include Internet Explorer, Chrome, Firefox and Safari (used on Macs).

To find out which browser you use:

- **PC**: open your browser and go to the **Help** menu and then click on the '**About**' option.
- **Apple Mac**: open your browser and go to the **Apple** menu and then click on the '**About**' option.
- **Mobile device**: check your settings.

Subject access requests

You have a statutory right of access to accessible personal and/or sensitive personal data that we hold about you. In order to exercise this right, your application must be in writing for security reasons. Please write to the Data Protection Manager at The Kings Oak Hotel, Paul's Nursery Road, High Beach, Essex IG10 4AE

Changes to our privacy policy

If we decide to change our privacy policy, we will update all relevant documentation and post any changes on our websites so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

Printable privacy policy

You can download a printable copy of this privacy policy by clicking on the button below.