



General Data Protection Regulation (GDPR) (EU) 2016/679

A guide for guests in relation to your right to access data.

Subject Access Request (SAR)

As a company Wickman Hotels Limited value your custom and do everything possible to make your experience as pleasant and enjoyable as humanly possible. To ensure you experience the optimum from the facilities we offer, we require to undergo the process of gathering information about you and your party. We shall refer to this information as data. It is important that you understand the data that we gather, why we gather it, how we use it and how we store it. It is also important that you know and understand your rights regarding this storage and use. Any reference to the hotel or we, means Flodigarry Hotel or Cuillin Hills Hotel. The term booking means the cost of any accommodation and any subsequent goods or services that are ordered by you during or associated with your stay or your use of the facilities.

As advised in our policy statement Guide for Guests on Data Protection you in general terms have the right to access what data we hold. In exercising this right the hotel may ask you to provide further evidence of your identity, as a further safeguard in order to prevent accidental release of your data and to help prevent fraudulent use of this data.

Should you require details of the data the hotel holds relating to you, then if you provide your name, address, Email address and telephone number, as indicated on the reverse, we shall be pleased to assist you. Please complete as fully as possible and if you stayed with us then any booking reservation number would be useful. You do not have to use this form but it will help expedite processing your request.

The hotel shall aim to furnish you, with your data within one month of your request and in exceptional circumstances within two months. There is normally no charge for copies of data provided to you, however on the rare occasions where the task may be unusually onerous, we may levy a charge commensurate with the time spent on retrieving the data. We shall keep you informed as to the progress of your request.

Should you have any questions or concerns or to start the process, please contact Angela Finlay at
The Cuillin Hills Hotel
Scorrybreac Road
Portree IV51 9QU
01478 612 003
Email: a.finlay@wickmanhotels.co.uk



WICKMAN HOTELS

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Thank you for choosing Wickman Hotels and we hope that you enjoyed your visit.
Please supply the following information where it is known.

Your name:

Name of booking (if different to above):

Your address:

Post Code:

Telephone number (Day):

Telephone number (Eve):

Email address:

Hotel Name:

Date(s) of booking:

Reservation number:

Booking agent (if any):

Were you a resident or dinner guest or other? Please specify.

Thank you for your request. We shall aim to furnish your data within one month of receipt of this request form. Should your request take longer than anticipated we shall advise you as soon as we reasonably can. Meantime, if you have any questions, please do not hesitate to contact us.

Best regards

Angela Finlay
Group General Manager of Wickman Hotels Ltd