

Exclusive Collection Privacy Policy

Your privacy, our promise

At Exclusive Collection, we take your privacy seriously. We're not here to bombard you with legal jargon or hide behind confusing clauses. We just want to be upfront, transparent, and respectful with how we handle your personal information. So here's the lowdown:

What we do with your info

When you get in touch with us – whether it's to ask about one of our hotels, sign up for updates, or just say hello, we'll use your personal details to:

- Respond to your query.
- Keep you in the loop about our latest news, offers, and happenings.
- Improve our website and services (we're always looking to level up).
- Handle the admin stuff, it's not glamorous, but necessary.

We might drop you a line via email, post, or phone. And if you ever feel like you've had enough of us (we'll try not to take it personally), you can unsubscribe at anytime. Just click the link at the bottom of our emails or email us directly with your details to opt out of all marketing.

Sharing is not caring

Your personal info is yours, and at Exclusive Collection it stays that way. We don't sell it, swap it, or rent it out. No third-party shenanigans going on here.

Tracking and cookies (sadly not the tasty kind)

We use cookies to make your browsing experience smoother, faster, and more tailored to you. They are small text files stored on your device that help us understand how people use our site and how we can make it better. You can manage your cookie settings and preferences in your browser. For the full cookie scoop, check out our Cookie Policy on our website.

How long we keep your info

We'll only hang on to your personal data for as long as it's needed, whether that's to fulfil your request, meet legal or accounting requirements, or for reporting purposes. Once it's no longer needed, we'll say goodbye (securely, of course).

Know your rights

Under UK data protection law, you've got some pretty powerful rights. You can:

- Ask to see the personal data we hold about you.
- Request corrections if something's not quite right.
- Ask us to delete your data (when there's no legal reason to keep it).
- Object to or limit how we use your data.
- Request your data be transferred to another provider.

To exercise any of these rights, just reach out to our friendly Marketing team at:

Marketing Department, Exclusive Collection, Pennyhill Park, London Road, Bagshot, Surrey GU19 5EU. Or email us at: marketing@exclusive.co.uk.

Keeping your info safe

We treat your personal data like it's our own – with care, respect, and robust security measures. Only the people who really need access (like our trusted team and partners) can see it, and even then, only for legitimate business reasons.

Consent (the legal bit)

By clicking “submit” or “send” on any of our forms, you're giving us the go-ahead to use your personal data as outlined above. No tricks and no hidden clauses, just good old-fashioned transparency.