

**Thompson Markward Hall
PRIVACY PROTECTION POLICY
GUEST INFORMATION**

At Thompson Markward Hall, we stress the importance of privacy and are committed to earning the trust of our guests by adopting high standards for the protection of personal information.

Our policy outlines the type of personal information we collect and receive, the circumstances in which we collect or receive personal information, the policies and procedures we have established outlining its use and storage, and for sharing certain types of personal information in certain limited circumstances, the procedures you should follow if you have any questions or requests in respect of your personal information or our policies and procedures and the person to whom such questions or requests should be directed, and the means by which to communicate with that person.

In this policy, personal information means information about you that is personally identifiable like your name, address, email address or phone number, and that is not otherwise publicly available and is not part of your work identification.

It also includes information on guest preferences and usage, when such information is supplied to or recorded by Thompson Markward Hall in the course of transacting business with an individual.

HOW YOU MAY PROVIDE US YOUR PERSONAL INFORMATION

1. By making a reservation or by using Thompson Markward Hall's services.
2. By providing, it to us in communications regarding service delivery such a survey or comment cards.

Below we will outline the type of information normally collected in each of these circumstances, the reasons for doing so, how we will use it and store it.

MAKING A RESERVATION

When making a reservation or using our services it is necessary to have information in order to identify you, contact you, and to process your purchase and requests. This information usually includes your name, address, phone number, email address, credit card number and expiration dates.

INFORMATION PROVIDED TO US IN COMMUNICATIONS REGARDING SERVICE DELIVERY SUCH AS COMMENT CARDS.

Information provided to us in such a fashion will be used solely for the purpose of recording your comments, communicating with you in respect of them, reviewing them with the subject boarding house, boarding house personnel, for the purposes of recognizing employees for excellence of service delivery and for developing improvements in service delivery.

WHY WE COLLECT PERSONAL INFORMATION

1. **To establish and maintain a responsible commercial relationship with you and to provide ongoing service.**
2. **To understand your needs and preferences.** We maintain a record of the products and services you receive from us and we may ask for additional information so that we can serve you better. For example, we may record your preference for type of room.
3. **To develop, enhance, market, or provide products and services.** For example, we look at our guests' use of our services so that we can better understand how to improve our services.
4. **To manage and develop our business and operations.** For example, we analyze guest patterns of usage of our boarding house and services to help us manage them efficiently and plan for future growth.

5. **To meet legal and regulatory requirements.**

WHEN DO WE DISCLOSE PERSONAL INFORMATION

We disclose personal information only in these limited circumstances:

1. Personal information will be shared with Thompson Markward Hall for which your reservation has been made so that they may provide the services you have reserved.
2. Personal information will be shared with a third party involved in supplying the guest with the services they have purchased to the extent necessary to affect the supply and the processing of the transaction.
3. Personal information may be shared with a third party retained by Thompson Markward Hall to perform functions on its behalf such as reservations handling, data processing or storage, guest surveys, or research.
4. Personal information may be shared with a public authority or an agent of public authority if in the reasonable judgment of Thompson Markward Hall it appears that there is an imminent danger to life or property which could be avoided or minimized by disclosure of the information, or which disclosure is compelled by legal authority or if Thompson Markward Hall needs to take legal action.

Any such disclosure of a guest's personal information by Thompson Markward Hall to a third party will be made only on a confidential basis conditioned upon the information being used only for the purpose for which it has been disclosed.

PRINCIPLES

1. Thompson Markward Hall will not collect, use, or disclose your personal information for any other purpose than those identified above, except with your consent.
2. Thompson Markward Hall will protect your personal information with appropriate security safeguards.
3. Thompson Markward hall will take appropriate steps to protect the confidentiality of your personal information when dealing with third parties.
4. Thompson Markward Hall will strive to keep your personal information as accurate and up to date as is necessary for the purposes identified above.
5. Thompson Markward Hall will honor your request to access your personal information in as timely fashion as is reasonably possible.

You are always free to refuse to provide personal information to us.

If you have questions or concerns about our privacy practices or wish to make a request in respect of your personal information please contact our Executive Director at executivedirector@tmhdc.org or if you prefer by writing us at:

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