



## THE WATERSIDE INN

15 Stavebank Road South, Mississauga, ON, L5G 2T2, Tel: (905) 891-7770 - Fax: (905) 891-5333  
[www.watersideinn.ca](http://www.watersideinn.ca)

### **Privacy Policy**

Protecting your personal information is a vital task for The Waterside Inn. In keeping with that objective, our goal is to treat the personal information you provide with utmost respect. The following has been developed to outline our guideline for the collection and use of personal information by The Waterside Inn (herein after referred to as the "Hotel").

#### **AVAILABILITY OF THE HOTEL PRIVACY POLICY**

The hotel privacy policy is available to you online as well as in print at the hotel reception desk, Sales and Catering offices, and at the Breakwater restaurant reception desk.

#### **PURPOSE FOR THE COLLECTION OF PERSONAL INFORMATION**

The hotel collects your personal information to provide you with:

- *SERVICES*: to process your hotel reservations/bookings, restaurant/banquet function bookings, security deposits for hotel reservations, banquet rooms and damage deposits for the above.
- *PRODUCTS*: your purchase and delivery of gift certificates and other products.
- *PROMOTIONAL INFORMATION*: to inform you of hotel promotions, services and products.
- *ADVERTISING TESTIMONIALS*: comment cards which, with your consent, may be used for future testimonials.
- *MARKETING DATA*: information used to understand your preferences and assist with future marketing and advertising of the hotel.

#### **WHAT PERSONAL INFORMATION IS COLLECTED**

Your personal information consists of your:

- Name
- Residential address
- Residential telephone number
- Email address
- Credit card information
- Personal preferences i.e. accommodation, dates of travel

## **WHEN IS INFORMATION COLLECTED**

Personal information is collected when your:

- Hotel room and/or restaurant reservations are made.
- Banquet function inquiries and bookings are made.
- Hotel folio, restaurant and/or banquet receipts are processed.
- Online subscription or email inquiries for information are processed.
- Completed hotel forms i.e. comment cards, refund forms etc, are processed.

## **HOW IS THE INFORMATION COLLECTED**

### **Hotel reservations: telephone/online**

Hotel reservations require that you provide your personal information i. e. name, address, accommodation dates and preferences as well as credit card information. In the event you decline to provide your personal information, regrettably your reservation will not be processed. Hotel reservations may be handled either directly with the hotel or online. Hotel reservations can be made online using third party website which the hotel may or may not have a relationship with. We encourage you to read the privacy policies of these third party websites. The hotel assumes no responsibility or liability or control over other third party websites or internet resources or their collection, use or disclosure of your personal information.

Hotel reservations that are made directly with the hotel will receive a confirmation number. Should you require a copy of your reservation details; we will mail, fax or email it to you. In the event you require this information sometime after you have made your reservation, you will be required to provide either your confirmation number or your name, address and the reservation date as confirmation prior to the reservation details being released.

### **Room registration card/guest folio**

At the time of your registration, your personal information is required on the guest registration card. Similarly, the guest folio also displays the record of hotel charges incurred by you during your stay.

### **Banquet function contract and invoice**

Your personal information is recorded on the banquet function contract, BEO's and the subsequent invoice that is generated.

### **Newsletters**

You may choose to subscribe to the online newsletter for which only your name and email address are required. The information is stored on a third party server. This information will be used to send you email newsletters.

### **Comment cards**

Comment cards are distributed primarily in the hotel rooms/ suites and the restaurant and are completed by you on a voluntary basis. Data surveyed will be used as a means of operational feedback, only when you have given us your consent, may we use your comments in testimonials on the hotel website and/or other publications. Furthermore, you also have the option of being added to the hotel's mailing list by providing your address on the comment card.

### **Promotions**

From time to time, we may run promotions for which your participation will be on a voluntary basis only. As such, you may be asked for contact information as well as your preferences pertaining to the promotion.

### **Refunds**

It is standard practice when you are organizing a wedding and social function at the hotel to complete a "Refund/Balance Owing" form. This is in anticipation of either refund or balance owing for your function.

### **The Hotel Website**

The hotel website may contain links to other sites or internet resources. When you click on one of these links, you are moving from the Hotel website to another third party website or internet resource. The Hotel assumes no responsibility or liability or control over other third party websites or internet resources or their collection, use or disclosure of your personal information.

A cookie is a small piece of information that is sent to a user's computer browser from a web server on the users' computer hard drive. Like most major websites, we use cookies to better understand how the Hotel site is used and to improve the performance of the Hotel website for our users. We do not use cookies to retain personal information about the users. Our users remain anonymous.

### **THIRD PARTIES**

The hotel does not give, rent or sell lists from our database. Furthermore, the hotel does not give or sell information from our website regarding our website traffic pattern.

### **STORAGE OF INFORMATION**

You personal information may be stored electronically on the Hotel's computer server or the third party servers and/or in hard copy.

### **LEGAL OBLIGATIONS**

The Hotel may disclose your personal information as permitted or requires to by law. This may include but not limited to the following scenarios:

- Respond to a government initiation or other reason or entity that has asserted its lawful authority to obtain the information.

- Comply with a subpoena or warrant or an order made by a court person or entity with jurisdiction to compel the production of information.
- Comply with the court rules regarding the production of records and information.
- Delivery to our legal counsel.
- In the event we have grounds to believe the information could be useful in the investigation of unlawful activity.

## **CONSENT**

You will be asked to give your consent to use your personal information to be advised of promotions, services and/or products that may be of interest to you. You always have the opportunity to withdraw your consent for this purpose.

In other cases, the consent is implied if we ask you to provide personal information with a stated purpose. For example, we can only make a room reservation or book a function room for an event, if you have provided us with your personal information.

## **VIEWING OF PERSONAL INFORMATION**

You can also ask to review any of your personal information that the hotel has retained and inquire how it has been used by contacting the Privacy Manager. Subject of certain exceptions prescribed by law and provided we can authenticate your identity (see below) you will be given reasonable access to your personal information and will be entitled to challenge the accuracy and completeness of the personal information and to have it amended as appropriate. There is no charge for this service however, the hotel reserves the right to apply a service charge when it deems appropriate (not to exceed \$40 per request).

## **GENERAL INQUIRY**

In the event you request to view your personal information specifically from a guest folio, banquet function contract and/or restaurant charge, this can be done by contacting the specific department i. e. Catering, Accounting etc. prior to any information being released. You will be required to complete a "Request For Information" form which must be submitted in writing by mail, fax or in person.

## **CORRECTION OF PERSONAL INFORMATION**

Should you wish to correct your personal information, you can do so by contacting the specific department i.e. Catering, Guest Services etc. otherwise, you may contact the Privacy Manager.

## **REMOVAL OF PERSONAL INFORMATION**

You can directly remove your personal information online for the email newsletter. You also have the option of removing yourself as a subscriber of future email newsletters at the conclusion of each online newsletter.

You can also request that we remove your information from our records. Subject to our requirements for continued retention of your information for billing and the retention of accounting records as required by Federal/Provincial laws, we will make every reasonable effort to honour your request. Furthermore, we dispose of your information when it is no longer needed.

### **QUESTIONS, CONCERNS OR COMPLAINTS:**

In the event you have questions, concerns and/or complaints about the privacy policies stated herein, you can contact the Privacy Manager. The Privacy Manager will respond to your request or investigate your concern typically on or before ten (10) working days.

Email: [privacymanager@watersideinn.ca](mailto:privacymanager@watersideinn.ca)

Fax: 905-891-6349

Telephone: 905-891-0904

Mail: 15 Stavebank Road South  
Mississauga, ON L5G 2T2

If, for any reason, you are not satisfied with the results of our investigation of, and/or responses to your complaints, you may file a complaint with the office of the:

Federal Privacy Commissioner,  
112 Kent ST. Ottawa, ON K1A 1H3  
Telephone: 1-800-282-1376

### **CHANGES TO THE PRIVACY POLICY**

To accommodate changes in our services, the technology and legal developments, this policy may change over time. We may add, change or remove portions of this policy when it is deemed to be appropriate, when this policy is updated, the date on the policy will be reflected accordingly.

Revised October 2007



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