

Chart Forte Court (West Ealing) Limited Privacy Policy

Privacy Statement

Please note that we have audited our website to ensure compliance with ICO guidance on cookies usage. Our cookie usage policy can be [found below](#).

Please note that these terms, conditions, policies and statements apply to hiexlondonealing.com and all affiliated websites owned and operated by Chart Forte Court (West Ealing) Limited Ltd on behalf of our franchised Holiday Inn Express hotels.

Your privacy is very important to Chart Forte Court (West Ealing) Limited. To help protect your privacy, we adhere to the following guidelines.

- This Web site will explicitly ask when it needs information that personally identifies our customers or allows it to contact our customers ("Personal Information"). When possible, this Web site will provide our customers with the means to make sure that Personal Information is correct and current
- This Web site and its service providers use Personal Information to operate the sites, provide services, and to inform our customers of new features, services, and products
- This Web site will not sell Personal Information to Third Parties
- This Web site may disclose Personal Information if required to do so by law or in the good-faith belief that such action is necessary to (a) comply with applicable law or with legal process served on
- Chart Forte Court (West Ealing) Limited or the site; (b) protect and defend the rights or property of Chart Forte Court (West Ealing) Limited or this site, and (c) act under exigent circumstances to protect the personal safety of users of Chart Forte Court (West Ealing) Limited hotels, the site, or the public

If at any time a customer believes that this Web site has not adhered to these principles, please notify Chart Forte Court (West Ealing) Limited by e-mail at sj@seraphinegroup.net, and we will use all commercially reasonable efforts to promptly determine and correct the problem.

Where Do We Collect Your Personal Information?

Following a stay in one of our hotels, your hotel stay information is collected and stored by our hotels locally, and subsequently transferred to a centralized database held by IHG. This facilitates aggregated trend analysis used for hotel management purposes such as planning new hotel locations, evaluating hotel amenities, guest preferences, and advertisement planning. In addition, your business with us is valued and we may use the record of your stay to send you via postal mail or email, communications such as guest surveys or promotional offers and benefits. You may "opt-out" or choose to be excluded from these communications by noting this on your guest registration during your hotel stay or by contacting Customer Service.

Our web sites do not intentionally solicit or collect personal information about children under the age of 13. If you are under 13 and would like to use our web site, please ask a parent or guardian for assistance.

When you place a hotel reservation, we request your name, email address, mailing address, phone number, credit card number and expiration date. We use this information to process and fulfil your reservation.

Locally we may also use Closed Circuit Television (CCTV) that may capture or record images of guests, visitors in public areas. We may also use other technologies that record sound or video to protect our staff. This information may be passed to Police enforcement officers if requested.

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How do I correct Personal Information you hold?

Any local changes to your personal information can be directed to the General Manager of the hotel that you have stayed in. Once your information has been transferred to the central database held by IHG you would need to contact their customer service department <https://www.ihg.com/hotels/gb/en/customer-care/>

Changes to any email mailing notifications can be made via

<https://www.ihg.com/hotels/gb/en/brand/email/emailoffers/email.html>

Cookies

Our customers should also be aware that information and data may be automatically collected through the standard operation of our internet servers and through the use of "cookies". "Cookies" are small text files a Web site can use to recognize repeat users, facilitate the user's ongoing access to and use of the site and allow a site to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising. Cookies are not programs that come onto a system and damage files. Generally, cookies work by assigning a unique number to each customer that has no meaning outside the assigning site. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows a customer to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide customers with certain features (e.g., customized delivery of information) available on this Web site.

Terms of Use

We are Chart Forte Court (West Ealing) Limited of 39 Astons Road, Northwood, Middlesex, HA6 2LB. Registered company number 08561768

Welcome to our Web site. By using our site, you are agreeing to comply with and be bound by the following terms of use. Please review the following terms carefully. If you do not agree to these terms, you should not use this site. The term "Chart Forte Court (West Ealing) Limited", "Chart Forte Court (West Ealing) Ltd." or "us" or "we" or "our" refers to Chart Forte Court (West Ealing) Limited, the owner of the Web site. The term "you" refers to the user or viewer of our Web site.

Acceptance of Agreement

You agree to the terms and conditions outlined in the Terms of Use Agreement ("Agreement") with respect to our site (the "Site"). This Agreement constitutes the entire and only agreement between use and you and supersedes all prior or contemporaneous agreements, representations, warranties, and understandings with respect to the Site, the content, products or services provided by or through the Site, and the subject matter of this Agreement. This Agreement may be amended at any time by use from time to time without specific notice to you. The latest Agreement will be posted on the Site, and you should review this Agreement prior to using the Site.

Copyright

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Six Continents Hotels, Inc.

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Our Websites

Chart Forte Court (West Ealing) Limited manages websites on behalf of each of its owned and operated Holiday Inn Express hotels and the policies above apply to each of the following sites: www.hiexlondonealing.com, www.seraphinehotel.co.uk

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