

# PRIVACY POLICY

**Last updated March 1, 2020**

Thank you for choosing to be part of our community at Ripple In Limited, doing business as Luxury Hospitality Consulting (“**Luxury Hospitality Consulting**”, “**we**”, “**us**”, or “**our**”). We are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about our policy, or our practices with regards to your personal information, please contact us at [liv@luxuryhospitalityconsulting.com](mailto:liv@luxuryhospitalityconsulting.com)

When you visit our website [www.luxuryhospitalityconsulting.com](http://www.luxuryhospitalityconsulting.com), and use our services, you trust us with your personal information. We take your privacy very seriously. In this privacy policy, we seek to explain to you in the clearest way possible what information we collect, how we use it and what rights you have in relation to it. We hope you take some time to read through it carefully, as it is important. If there are any terms in this privacy policy that you do not agree with, please discontinue use of our sites and our services.

This privacy policy applies to all information collected through our website (such as [www.luxuryhospitalityconsulting.com](http://www.luxuryhospitalityconsulting.com)) and/or any related services, sales, marketing or events (we refer to them collectively in this privacy policy as the “**Services**”).

In this policy, “**Luxury Hospitality Consulting**” or “**we**” refers to the company at LHC, T18 Tideway Yard, 125

Mortlake High Street, London SW14 8SN (Company Number 07838002), (together with our holding company) and “**Platform**” means our website at [www.luxuryhospitalityconsulting.com](http://www.luxuryhospitalityconsulting.com)

In this policy, “**personal information**” refers to any data, information, or combination of data and information that is provided by you to us, or through your use of our products or services, that relates to an identifiable individual.

***Luxury Hospitality Consulting (“we”, “us”) is committed to keeping your information secure and managing it in accordance with our legal responsibilities, under the privacy and data protection laws applicable wherever we operate in the world, as well as the General Data Protection Regulation (Regulation (EC) 2016/679 (“GDPR”) in the European Union (“EU”).***

**Please read this privacy policy carefully as it will help you make informed decisions about sharing your personal information with us.**

## **1. TO WHOM DOES THIS POLICY APPLY?**

We offer hospitality and travel related consulting services (“**our services**”) to a wide range of clients globally. In order to provide such services, Luxury Hospitality Consulting collects, uses and stores such needed personal information that you provide.

This policy therefore applies to you if you are considering using our services.

## **2. WHAT INFORMATION DO WE COLLECT AND PROCESS?**

We aim to provide valuable and dependable consultancy services within our client's organisations. We collect personal information that you voluntarily provide to us when expressing an interest in obtaining information about us, our services or when contacting us.

The information that you provide us would be used in relation to your request for our services.

## **3. HOW WILL YOUR INFORMATION BE USED?**

We only disclose information with your consent, to fulfill business obligations, to comply with laws, to protect your rights, or to provide you with services.

We may share information to ensure that we are able to undertake our obligations under any agreement or contract between us where Luxury Hospitality Consulting has been engaged to provide professional services.

We may divulge information to process the data for legal reasons, or if we need to share data with third parties where we are required to do so by our regulatory body,

public authorities, emergency services, HMRC or by law.

We may disclose your information where we believe it is necessary to investigate, prevent, or take action regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety of any person and illegal activities, or as evidence in litigation in which we are involved.

At times, we may also use your data from our platform for benchmarking, data analytics and statistics. We may also contact you in relation to services that we think may be of interest to you.

## **4. HOW WE STORE AND SECURE INFORMATION WE COLLECT?**

We are committed to protecting your personal data, from loss, misuse, unauthorised access, modification or disclosure. However, no system can be 100% secure, and so we cannot be held responsible for unauthorised or unintended access that is beyond our reasonable control.

We only retain personal information for so long as it is reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. After such time, we will delete or anonymise your information. We periodically review the basis and appropriateness of our data retention policy.

In some cases, we work with third parties who may process information on our behalf and provide services such as email distribution and IT services. These third parties are required to process such data securely and in accordance with our requirements.

We will take measures, where required by law, to ensure that any personal data handled in other countries will receive a similar level of protection as in your home country.

We might, at times, be required by law, to disclose information about you to law enforcement agencies or third parties. We take your interests into account, where possible but please do contact us if you are concerned about any such arrangements. You can explicitly request that your data is not processed.

## **5. WHAT ARE YOUR PRIVACY RIGHTS?**

In some regions (like the European Economic Area), you have certain rights under applicable data protection laws. These may include the right to access, correct, erase, update or access your personal information, as well as have no further contact from Luxury Hospitality Consulting.

You also have the right to restrict the processing of your personal information. If we are relying on your consent to process your personal information, you have the right to withdraw your consent at any time. Please note however that this will not

affect the lawfulness of the processing before its withdrawal.

You have the right to lodge a complaint with the relevant data protection authority in your jurisdiction about how we collect and use your personal information. Please contact the local agency directly.

## **6. HOW CAN YOU REVIEW, UPDATE, DELETE, OR ACCESS THE DATA WE COLLECT FROM YOU?**

Based on the laws of some countries, you may have the right to request access to the personal information we collect from you, change that information, or delete it in some circumstances. To request to review, update, or delete your personal information, please email or write to us at the address below.

Please note that we might request proof of identity. In some countries, if required or permitted by law, we may not be able to provide you with access to some of your personal data.

## **7. DO WE MAKE UPDATES TO THIS POLICY?**

We may update this privacy policy from time to time. The updated version will be indicated by an updated "Revised" date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy policy, we may notify you either by prominently posting a notice of such changes or by directly sending

you a notification. We encourage you to review this privacy policy frequently to be informed of how we are protecting your information.

## 8. HOW CAN YOU CONTACT US?

If you have questions or comments about this policy, you may email us at [liv@luxuryhospitalityconsulting.com](mailto:liv@luxuryhospitalityconsulting.com) or by post to:

LHC T18 Tideway Yard  
125 Mortlake High Street  
London SW14 8SN

Attn: Liv Gussing Burgess

Please contact us in the first instance if you have any questions or concerns. If you have unresolved concerns, you have the right to file a complaint with a data protection authority in the country where you live or work or where you feel your rights have been infringed. If you reside in the United Kingdom, you may file a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)).