



At **QN Hotels** we are committed to protecting your privacy, and support a general policy of openness about how we collect, use and disclose your personal information.

The purpose of this Privacy Statement is to inform you about **QN Hotel's** practices relating to the collection, use and disclosure of personal information that may be provided through access to or use of our websites or hotel services and related products or that may otherwise be collected by us. By staying at our hotel and using related products and services, or by visiting our website, you consent to the collection, use and disclosure of your personal information (as defined below) in accordance with the following terms and conditions.

This Privacy Statement also explains how you can contact us if you have a question about, want to make a change to or delete any personal information that **QN Hotels** may be holding about you. We strongly recommend that you take the time to read this Privacy Statement and retain it for future reference.

### **Personal Information**

For the purpose of this Privacy Statement, "personal information" means information about an identifiable individual.

### **What Personal Information We Collect**

The personal information collected may include at least some of the following:

- Contact information (such as name, address, e-mail address and telephone number in a non-business capacity);
- Proof of identity (such as a signature or passport number);
- Financial and billing information (such as credit card number/expiration date and credit history); and

### **How We Use Your Personal Information**

We use your personal information to:

- Book and confirm your hotel reservations;
- Provide you with personalized interactive communication;
- Provide you with timely and reliable services;
- Do all the things necessary to administer those services;
- Register you as a member of Priority Club® Rewards;
- Research, develop, manage, protect and improve those services;
- Advise you about new products and services that may be of interest to you;
- Develop and maintain our relationship with you and communicate with you;
- Bill you for our products and services;
- Collect outstanding debts;
- Assist in the investigation of a contravention of a law; and
- Act in respect of an emergency that threatens the life, health or security of an individual.

### **When We Disclose Your Personal Information**

Except with your consent, we will not sell, license, trade or rent your personal information to or with others.

We may share personal information with third parties and/or business associates (including, InterContinental Hotels Group PLC and its affiliates) engaged to assist us in providing services to you or to carry out one or more of the purposes described above.

**QN Hotels** reserves the right to disclose personal information to a third party if a law, regulation, search warrant, subpoena or court order legally requires or authorizes us to do so.

**QN Hotel** also reserves the right to disclose and/or transfer personal information to a third party in the event of a proposed or actual purchase, sale (including a liquidation, realization, foreclosure or repossession), lease, merger, amalgamation or any other type of acquisition, disposal, transfer, conveyance or financing of all or any portion of **QN Hotels** or of any of the business or assets or shares of **QN Hotels** or a division thereof in order for you to continue to receive the same products and services from the third party.

### **Knowledge and Consent**

We collect personal information about you only when you voluntarily provide it. Typically, we will seek consent for the use or disclosure of your personal information at the time of collection. In certain circumstances, consent may be sought after the information has been collected but before use (for example, when we want to use information for a purpose not previously identified).

The form of consent that we seek, including whether it is express or implied, will largely depend on the sensitivity of the personal information and the reasonable expectations of the individual in the circumstances.

You may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. If you wish to withdraw your consent at any time, please contact [Qamar.Ahmed@qnhgroup.com](mailto:Qamar.Ahmed@qnhgroup.com). We will inform you of the implications of withdrawing consent.

We will not, as a condition of the supply of a product or service, require you to consent to the collection, use or disclosure of information beyond that required to fulfill the explicitly specified and legitimate purposes for which the information is being provided.

### **Use or Disclosure for Marketing Purposes**

If you have not opted out of receiving marketing materials, we may also use (but will not disclose) your personal information to promote and market additional goods, services and special offers from us, our affiliates and/or our business associates (including, InterContinental Hotels Group PLC and its affiliates), including by means of direct marketing. If you have provided your consent for us to do so, we may also disclose your personal information (including name, mailing address and e-mail address) to these affiliates and/or third-party business associates so that they can send you promotional materials directly.



You can choose not to allow us to use or disclose your personal information for direct marketing purposes by indicating your preference on **hotel registration form** or by contacting us as outlined below (see “Contacting Us”).

### **Cookies**

Our customers should be aware that information and data may be automatically collected through the standard operation of our internet servers and through the use of “cookies”. The information collected in such ways is not personal information.

Cookies are small text files a website 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 behavior 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 website.

### **How We Protect Your Personal Information**

We make commercially reasonable efforts to ensure that personal information collected from you is protected against loss and unauthorized access. This protection applies in relation to information stored in both electronic and hard copy form. Access to your personal information is restricted to selected employees or representatives. In addition, we employ generally accepted information security techniques, such as firewalls, access control procedures and cryptography, to protect personal information against loss and unauthorized access.

### **Links to Third Party Sites**

This website may offer links to other third-party websites. You should be aware that operators of linked websites may also collect your personal information (including information generated through the use of cookies) when you link to their websites. We are not responsible for how such third parties collect, use or disclose your personal information, so it is important to familiarize yourself with their privacy policies before providing them with your personal information.

### **Retention and Storage of Your Personal Information**

We retain your personal information for as long as necessary to fulfill the purpose(s) for which it was collected and to comply with applicable laws, and your consent to such purposes(s) remains valid after termination of our relationship with you.

For Residents of UK: Your Personal Information may be processed and stored outside of the province in which you reside and/or outside of UK by us, an affiliate or an unaffiliated service provider for the purposes set out in this privacy policy and, under the laws of these other jurisdictions, in certain circumstances foreign courts, law enforcement agencies or regulatory agencies may be entitled to access your personal information.



### **Changes to this Privacy Statement**

We reserve the right to modify this Privacy Statement at any time without notice. The Privacy Statement posted at any time or from time to time via this website shall be deemed to be the Privacy Statement then in effect.

### **Correcting or Updating Your Information**

You can help us maintain the accuracy of your personal information by notifying us of any changes to this information. You may contact us in any one of the following ways to request access to or correction or update of your personal information:

E-mail: Marion.Mohammed@qnhgroup.com  
Send Mail: C/O Holiday Inn Newport, The Coldra, Newport, NP18 2YG  
Telephone: +44 (0)1633412777  
Fax: +44 (0) 1633 411600

### **Contacting Us**

In the event that you have any questions about this Privacy Statement or if you have reason to believe that we may have failed to adhere to this Privacy Statement, you may contact: Mr. Qamar Ahmed on +44 (0)208 5325110 or email [Qamar.ahmed@Qnhgroup.com](mailto:Qamar.ahmed@Qnhgroup.com)

