



PRIVACY POLICY

Updated: August 2025

At Porters Boutique Hotel, we respect your privacy and are committed to protecting your personal information. This policy explains what information we collect, how we use it, who we share it with, and the choices you have.

By booking with us, visiting our website, or staying at our hotel, you agree to the terms of this policy.

1. What information we collect

We may collect personal information when you interact with us, including:

- Your name, address, phone number, and email.
- Payment details (processed securely via our booking systems).
- Booking history and preferences.
- Information you give us when you contact us, sign up to newsletters, or enter promotions.
- Technical information such as your IP address, browser type, and use of our website (via cookies).

2. How we collect information

We collect information:

- Directly from you when you make a booking, check in, contact us, or use our services.
- From third parties such as online travel agents (e.g. Booking.com, Expedia) if you book through them.
- Through our website using cookies and similar technology (see section 6).

3. How we use your information

We use your information to:

- Provide accommodation and related services.
- Manage your booking and guest experience.
- Communicate with you before, during, and after your stay.
- Improve our services and website.
- Send you offers, news, and promotions (if you have agreed or have not opted out).
- Meet legal, accounting, and compliance obligations.

4. Who we share your information with

We may share your personal information with:

- Service providers who help us run our hotel (e.g. booking systems, IT support, payment processors).
- Third-party travel platforms if you booked through them.
- Authorities, if required by law.
- Potential buyers, in the event of a business sale or restructure.

Whenever we share your information, we take steps to ensure it is protected.

5. Overseas transfers

Some of our systems and service providers may be located overseas. If we transfer your information outside New Zealand, we make sure it is protected by safeguards that meet the requirements of the Privacy Act 2020.

6. Cookies and online tracking

Our website uses cookies and similar technologies to:

- Help the site function properly.
- Understand how visitors use our site.
- Personalise your experience.
- Deliver relevant advertising on other websites.

You can adjust your browser settings to refuse cookies, but some parts of our website may not work correctly if you do.

7. How long we keep information

We only keep personal information for as long as it is needed for the purposes outlined in this policy, or to meet legal and accounting requirements. For example, booking records may be kept for up to 7 years. After that, information is securely deleted or anonymised.

8. How we protect your information

We take reasonable steps to protect your personal information from misuse, loss, or unauthorised access, including:

- Secure IT systems with passwords, firewalls, and encryption.
- Restricted access to personal information.
- Staff training in privacy practices.
- Secure document storage and destruction.

9. Your rights

You have the right to:

- Access the personal information we hold about you.
- Request corrections if the information is inaccurate.
- Ask us to stop using your information for direct marketing.

To exercise your rights, please contact us (see section 11). We will respond within a reasonable timeframe.

10. Privacy breaches

If a privacy breach occurs that is likely to cause serious harm, we will notify you and the New Zealand Privacy Commissioner as required by the Privacy Act 2020.

11. Contact us

If you have questions about this policy, want to access or correct your information, or wish to make a complaint, please contact us:

Porters Boutique Hotel

Email: generalmanager@portershotel.co.nz

Phone: +64 6 8771234

Address: 4 Te Aute Road, Havelock North, New Zealand

If you are not satisfied with our response, you can also contact the Office of the Privacy Commissioner at www.privacy.org.nz.