SPA MEMBERSHIP PRIVACY NOTICE 2026

1. About this notice

This notice explains how personal information is handled in connection with membership of the Summer Lodge Hotel and Spa 100 Club, including enquiries, applications, use of spa facilities and membership administration. It applies to members and, where relevant, their accompanying guests.

2. Who is responsible for your information

The organisation operating Summer Lodge Hotel and Spa is responsible for deciding how membership information is used (the “data controller”). Legal entity name: Summer Lodge Hotel and Spa LTD. For privacy enquiries, contact reception@summerlodgehotel.com or telephone 01935 482000. Postal address: One, New Street, Wells, Somerset, United Kingdom, BA5 2LA.

3. Information we may collect

We may collect your name, contact details, membership type, application and agreement details, household eligibility information for joint memberships, payment and transaction records, renewal and cancellation history, attendance or booking information, guest registration details and correspondence. We may also receive information you choose to give us about accessibility or health-related needs when relevant to safe use of the facilities. We do not ordinarily need detailed medical records.

4. Why we use your information and our lawful bases

We use membership information to set up and manage your membership, provide access to facilities, administer benefits, take payments, respond to requests and process cancellations. This is generally necessary to perform our membership contract or take steps at your request before entering it. We may also use records to maintain safety and security, prevent misuse and handle complaints where we have a legitimate interest, and to comply with legal obligations such as accounting requirements. Where we send optional electronic promotional marketing, we will do so only where permitted by applicable marketing and data protection rules; you can opt out at any time.

5. Health and other sensitive information

If you voluntarily disclose health information to support a reasonable adjustment or safety arrangement, we will limit access and use it only where an appropriate additional legal condition applies, such as your explicit consent where suitable. You are not generally required to provide health information to join the Spa 100 Club.

6. Payment information

Membership payments may be processed through banks, direct debit providers or payment service providers. We may keep payment references, amounts and status information needed to manage your membership. Payment providers may process further details under their own privacy notices.

7. Sharing your information

We may share relevant information with authorised hotel and spa staff, IT and membership system providers, payment processors, professional advisers, insurers and regulators where necessary and lawful. We do not sell member information. Service providers acting for us are expected to protect information and use it only for authorised purposes.

8. How long we keep information

We keep personal information only as long as necessary for the purposes described, including any applicable tax, accounting, contractual, safety or legal requirements. Different categories of records may have different retention periods. When no longer required, information will be securely deleted or anonymised. Specific retention periods can be requested using the contact details above.

9. Security and international transfers

We take appropriate organisational and technical steps to protect personal information from unauthorised access, loss or misuse. If a service provider transfers personal information outside the UK, we will ensure an appropriate lawful transfer mechanism or safeguard is in place where required.

10. Your data protection rights

Subject to applicable legal conditions, you may request access to your information, correction of inaccurate details, deletion, restriction of use, portability, or object to certain processing. Where processing relies on consent, you may withdraw it at any time without affecting earlier lawful processing. Contact us using the details above to exercise your rights.

11. Questions and complaints

Please contact us first if you have questions or concerns about how your information is used. You also have the right to complain to the UK Information Commissioner’s Office (ICO) at ico.org.uk.

12. Changes to this notice

We may update this notice to reflect changes in our services, systems or legal requirements. The latest version will be available from Summer Lodge Hotel and Spa on request.

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