

## YHA Ingleton (Partner) Privacy Notice

This Privacy Notice sets out the data processing carried out by Ingleton Hostel (Howsons Ltd, 'we', 'us', 'our') in the course of providing accommodation and other services to the public, as well as processing staff and other contacts personal data. The notice explains how we collect information about you, who we may share it with, the rights you have regarding the use of your data and how you can contact us to exercise your rights.

We will periodically review and may update this Privacy Notice so that it continues to reflect our current data processing activity. This Privacy Notice was last updated on 6<sup>th</sup> May 2026.

### Who we are

Ingleton Hostel is registered with the ICO (ZA056791). You can contact us in the following ways.

**Email** us: [ingleton@yha.org.uk](mailto:ingleton@yha.org.uk) **Call** us : 015242 41444

**Write** to us: Ingleton Hostel, Greta Tower, Sammy Lane, Ingleton, North Yorkshire, LA6 3EG.

Ingleton Hostel is part of the YHA (England and Wales) Partnership Network; these are hostels formerly operated by YHA and which are now YHA Partner hostels. We work in partnership with YHA to offer and provide YHA branded accommodation at Ingleton Hostel. The Roles and Responsibilities section sets out the data processing relationship and responsibilities between us and YHA.

### Data collection, purposes, and bases for processing

Information collected	Collection methods and source	Purpose	Legal basis	Retention
<b>Accommodation booking information</b> , full name; postal address; email address; telephone number; names of additional guests; payment details; photographic identification checks; vehicle registration stay dates and any additional requirements.	From booker, via online booking form on YHA website, via YHA call centre. Direct call to hostel, or via 3 <sup>rd</sup> party booking sites such as Booking.com Registration card on arrival In person at the hostel Special category data, such as dietary and other preferences and access requirements. may be volunteered but are not otherwise collected or required.	To administrate accommodation bookings, including managing payments, booking amendments, and verifying ID at check in.	Art 6(1)b Contract Art 9(2)a Consent where you opt to provide any Special Category data	Seven years
<b>Guest Incidents and accidents administration</b> , details, including names, actions, and circumstances	Reporting forms (electronic and hardcopy), information collected from data subjects and or witnesses.	To administrate and respond to any incidents and to document any accidents for insurance purposes, including any necessary reporting to third parties.	Art 6(1f) Legitimate Interest	Seven years
<b>Safeguarding concerns</b> details of any issues or concerns raised by guests or staff	Reporting forms (electronic and hardcopy) information collected from data subjects and or witnesses	To investigate and escalate any safeguarding concerns, including any necessary reporting to third parties	Art 6(1)c Legal Obligation Art 9(2)b Social Protection Law	Seven years

<b>Complaints administration</b> details of any issues or concerns and supporting information	Data subject correspondence or collated on a reporting form (electronic or hardcopy)	To investigate, respond to and resolve any complaints and concerns and improve the service offered to future guests.	Art 6(1f) Legitimate Interest	Seven years
<b>Guest Feedback</b> , anonymous comments about stay, unless guest chooses to identify themselves	Data subject via online feedback form managed by third party (TLF) contracted by YHA Data anonymous unless guest includes name or other identifiers.	To make ongoing improvements to the services offered	Art 6(1)c Legal Obligation where data identifiable	Indefinitely.
<b>Marketing preferences</b> contact details, communication preferences, updates to email address	Optional data subject consent to receive hostel marketing, given at time of booking, on registration card, or via website	To manage mailing list and, after unsubscribing, the suppression list	Art 6(1)a Consent Art 6(1)f Legitimate Interest	Indefinitely
<b>Employment records</b> staff data including that of prospective, current and former employees. Including emergency contacts and referee contact details.	Provided when applying and after recruitment, by data subject.	To administrate employee relationship and maintain legally required records	Art 6(1)a, b, c and f Consent, Contract, legal requirement and legitimate interest. Art 9(2) a and b Consent and employment contract.	While employed and for 7 years after

### Roles and responsibilities

Accommodation bookings data is jointly managed with [YHA England and Wales](#) ('YHA') and held on YHA owned and managed systems. Ingleton Hostel and YHA are joint Controllers of this booking data, but the contract to provide accommodations is solely between the booker and Ingleton Hostel. Complaints, incidents, accidents, and safeguarding data, related to accommodation bookings is managed by Ingleton Hostel, according to YHA policy and process. Where matters are escalated to YHA for investigation, Ingleton Hostel, and YHA are joint Controllers of this data. Otherwise YHA is a Processor where data is held on YHA systems and managed by Ingleton Hostel, as the Controller. All employee staff data processing is the sole responsibility of Ingleton Hostel, as the Controller of that data. Where Ingleton Hostel, employee data is held on YHA managed systems YHA is a Processor of the data but does not use it for any purposes other than as directed by Ingleton Hostel. Ingleton Hostel and YHA hold separate marketing email lists but may share unsubscribe requests where the data subject sends a request to one party requesting removal from both lists.

### Who we may share your data with

As set out above, we share booking data with YHA. The booking data is held on YHA systems, and their privacy notice sets out the use of trusted third parties to process your information, with

appropriate data privacy contracts and clearly defined processing, storage and retention instructions in place. Your data will only be transferred on the understanding that each third party has in place adequate technical and organisational measures to protect that information.

YHA uses Stripe [<https://stripe.com/gb/privacy>] to process card payments for bookings and YHA does not retain the full card details, they have the facility to identify the card used and to use the same card details to process payment for the balance of a booking.

Ingleton Hostel also processes payment data using Stripe. [<https://stripe.com/gb/privacy>] to process card payments for bookings and Ingleton Hostel does not retain the full card detail, they have the facility to identify the card used and to use the same card details to process payment for the balance of a booking.

We may release your information to the police or other authorities where we are under a legal obligation to do so, or where doing so is in your vital interests and or where we have identified an appropriate legal basis for doing so.

### **Your rights**

Under data protection law, you have rights over the use of your data, the rights available to you depend on our reason for processing your information. You can read more about your rights on the ICO website <https://ico.org.uk/your-data-matters/>, where we rely upon your consent to process your personal data you have a right to withdraw that consent at any time and you should contact us to request this.

Your rights include:

The right to be informed about our processing of your data, which this notice does.

The right of access to your data held by us, called a 'Subject Access Request'

The right to correction of inaccurate data

The right to request erasure of your data, in some circumstances, sometimes called the 'right to be forgotten'

The right to restrict our processing, in some circumstances,

The right to data portability, an accessible and machine-readable copy of your data

The right to object to our processing, in some circumstances, but this always applies to direct marketing.

Rights in relation to automated decision making and profiling, in some circumstances.

Requests should be sent to [ingleton@yha.org.uk](mailto:ingleton@yha.org.uk) but you can also call or write to us. Requests can be made at any time and there is no charge for making a request. We have 30 days within which to respond to your request, but we will process it without delay once your identity has been verified. You can send requests concerning booking data to Ingleton Hostel, or directly to YHA ([dataprotection@yha.org.uk](mailto:dataprotection@yha.org.uk))

If you want to unsubscribe from our email marketing lists you will find details on how to unsubscribe within each email, or you can contact us.

### **Complaints**

If you feel we have mishandled your data, or not responded to a data rights request appropriately, please contact us with details so we can review the situation. You also have the right to contact the Information Commissioner's Office (ICO) <https://ico.org.uk/global/contact-us/> but they will expect you to have raised the matter with us first.