



Guest Privacy Notice

The Rest Hostel · Foley Street, Dublin

Version 1.0 · October 2026

1. About this notice

The Rest is a hostel on Foley Street, Dublin, operated by Windward Management company. We respect your privacy and are committed to looking after the personal data we hold about our guests, visitors, website users and business contacts.

This notice explains what personal data we collect when you book with us, stay at or visit The Rest, use our website or Wi-Fi, contact us, or otherwise deal with us; why we use it; who we share it with; how long we keep it; and the rights you have. For this processing, The Rest is the data controller under the General Data Protection Regulation (GDPR) and the Data Protection Acts 1988–2018.

If you have any questions about this notice, please contact our Data Protection Officer using the details in section 12.

2. Personal data we collect

When you book or stay with us

When you make a reservation, are included in a booking, or check in, we collect:

- your name, home address, phone number and email address;
- nationality, gender and date of birth;
- identity document details (for example passport or national ID) where needed at check-in;
- payment details when you pay for your booking or for extras;
- arrival and departure dates, room or bed type, and any preferences or requests you tell us about; and
- details of group bookings, including the group organiser and the people travelling.

If you ask us to make special arrangements (for example for accessibility or a medical condition), we may collect information about your health. We only use this special category data with your explicit consent and only to make those arrangements.

We collect this data from you directly, or from someone booking on your behalf such as a group organiser, travel agent, sports club, school, or an online booking platform (for example Booking.com or Hostelworld).

When you use our guest Wi-Fi

If you register to use our guest Wi-Fi, we collect your name, email address and basic technical information about your device and connection.

CCTV

We operate CCTV in public and common areas of the hostel (not in bedrooms, dorms, bathrooms or shower areas) to keep guests, team members and the building safe. Our CCTV Policy explains how images are recorded, stored, accessed, and deleted.

When you visit our website or contact us

When you contact us by phone, email, our website, or social media, we collect the details you give us, such as your name, contact details, and the content of your message. When you visit our website or open our emails, we collect limited technical data through cookies and similar technologies (see section 3).

Suppliers and business contacts

If you work for a supplier, contractor, travel trade partner or other business we deal with, we collect your name, employer, job title, work contact details and records of our dealings with you.

3. Cookies, analytics and social media links

Our website uses cookies (small text files placed on your device) and similar technologies. Essential cookies make the website and booking engine work. With your consent, we also use analytics cookies (such as Google Analytics) to understand how visitors use the site, and marketing cookies to show more relevant content and offers. You can accept or decline non-essential cookies through our cookie banner and change your choice at any time. Our Cookie Policy gives more details: [\[link to The Rest Cookie Policy\]](#).

Our website may include social media buttons and links (for example to Instagram, TikTok or Facebook). If you use them, the social media platform may collect information about you under its own privacy policy, which we recommend you read.

4. Marketing

We only send you marketing emails if you have opted in, for example when booking, at check-in, on our website or when registering for guest Wi-Fi. These may include news about The Rest, offers, events and things to do in Dublin.

Our marketing emails may use tracking pixels to tell us whether an email was opened and which links were clicked, so we can make our communications more relevant. We only use them where you have consented to receive marketing. You can unsubscribe at any time using the link in any email or by contacting [\[hello@therestdublin.com\]](mailto:hello@therestdublin.com).

5. Why we use your data and our legal basis

Purpose	Legal basis
Taking and managing your booking, preparing for your arrival and departure, and taking payment	Necessary to perform our contract with you

Purpose	Legal basis
Checking you in and verifying identity where required	Legal obligation and our legitimate interest in the safety and security of the hostel
Making accessibility or medical arrangements you request	Your explicit consent (which you can withdraw at any time)
Providing guest services, including Wi-Fi, luggage storage and other requested services	Necessary to perform our contract with you, and our legitimate interest in meeting guest needs
Pre-arrival communications, handling complaints and asking for feedback after your stay	Our legitimate interest in providing good customer service
Responding to enquiries; recording calls for training and dispute resolution (where we tell you calls are recorded)	Our legitimate interest in responding to you and improving our service
Operating CCTV and other security measures; meeting health and safety duties	Our legitimate interest in protecting people and property; legal obligation (health and safety)
Sending marketing communications and measuring email engagement	Your consent
Non-essential website cookies and analytics	Your consent
Internal administration, reporting and business planning, including sharing booking data within the Windward Management group	Our legitimate interest in running our business efficiently
Managing supplier and business relationships	Necessary to perform our contract, and our legitimate interest in managing our business
Complying with legal, tax, accounting and regulatory requirements, and responding to lawful requests from An Garda Síochána or other authorities	Legal obligation

Where we need data to carry out our contract with you and you do not provide it, we may not be able to complete your booking or provide the service you have asked for.

6. Who we share your data with

We share personal data only where necessary, with:

- other companies in the Windward Management group, for booking, administration and reporting;
- service providers acting on our behalf, such as our property management and booking systems, payment processors, IT and managed security provider (Lantech), CCTV contractor, Wi-Fi provider, email marketing platform and professional advisers;
- online travel agents and booking platforms you booked through, to manage your reservation;
- An Garda Síochána, regulators, courts or other public bodies where the law requires it or to prevent or detect crime; and
- our insurers and legal advisers in connection with claims.

Our service providers may only use your data on our instructions and must keep it secure. We do not sell your personal data. If our business is sold or restructured, we may share data with the buyer or their advisers, using anonymised data where possible before the deal completes.

7. Transfers outside the EEA

Some of our service providers may process data outside the European Economic Area. Where this happens, we make sure the transfer is protected, for example because the country has an EU adequacy decision or because we use the European Commission's Standard Contractual Clauses with any additional safeguards needed.

8. How long we keep your data

We keep personal data only for as long as we need it for the purposes above, including to meet legal, tax and accounting requirements and to deal with complaints or claims. For example, CCTV footage is normally overwritten after 30 days unless it is needed for an investigation or legal proceedings. When data is no longer needed, we securely delete it or anonymise it. For details of specific retention periods, please contact us.

9. How we protect your data

We use appropriate technical and organisational measures to protect personal data against loss, misuse and unauthorised access, including access controls based on least privilege, secure networks, encryption where appropriate, staff training and our internal IT security policies. We only collect the payment card details we need to secure or pay for your booking.

10. Your rights

Under data protection law, you have the right to:

- access the personal data we hold about you and receive a copy;
- have inaccurate or incomplete data corrected;
- have your data erased in certain circumstances;
- restrict how we use your data in certain circumstances;
- object to processing based on our legitimate interests, and object at any time to direct marketing;
- receive data you provided to us in a portable, machine-readable format, where processing is based on consent or contract;
- withdraw your consent at any time where we rely on it (this does not affect processing already carried out); and
- not be subject to decisions based solely on automated processing that have legal or similarly significant effects on you.

To exercise any of these rights, contact us using the details in section 12. We may need to verify your identity first. We will normally respond within one month and there is usually no charge, although we may charge a reasonable fee or refuse a request that is manifestly unfounded or excessive.

11. Complaints

If you are unhappy with how we have handled your data, please contact us first so we can try to put things right. You also have the right to complain to the Data Protection Commission, Ireland's supervisory authority (www.dataprotection.ie), or to the supervisory authority in the EU country where you live or work.

12. Contact us

Data Protection Officer, The Rest

- Post: The Rest, 17-20 , Foley Street, Dublin
- Email: generalmanager@therestdublin.com
- Phone: + 353 1 263 5855

13. Changes to this notice

We may update this notice from time to time, for example to reflect changes in law or in how we operate. The latest version will always be on our website, and we will tell you about significant changes where required.

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