

# Hart House Hotel

## Comprehensive Privacy Policy (Draft)

### Effective Date

July 3, 2026

### Introduction

This Privacy Policy applies to Hart House Hotel, including the Shirt Factory Restaurant, Newell Lounge, Factory Espresso, and related websites and services.

### Information We Collect

We may collect contact information, reservation and event information, communications, payment-related information processed through Square and Stripe, and technical information such as IP address, browser type, and website usage.

### Cookies and Analytics

Our website may use cookies and similar technologies to improve website functionality, remember preferences, and understand website usage. Additional analytics disclosures may be added if analytics services are implemented.

### How We Use Information

We use personal information to respond to inquiries, process reservations and event requests, provide customer service, process payments, improve our services, comply with legal obligations, and protect against fraud.

### Information Sharing

We do not sell personal information. We may share information with trusted service providers such as payment processors (including Square and Stripe), website hosting providers, reservation providers, and when required by law.

### SMS Communications

If you opt in to receive text messages from Hart House Hotel, you may receive reservation confirmations, service reminders, event notifications, follow-up communications, and responses to your inquiries. Message frequency may vary. Message and data rates may apply.

**Mobile information will not be shared with third parties or affiliates for marketing/promotional purposes. All of the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.**

You may opt out at any time by replying STOP, QUIT, END, REVOKE, OPT OUT, CANCEL, or UNSUBSCRIBE. Reply HELP for assistance or contact [info@harthousehotel.com](mailto:info@harthousehotel.com).

### Data Security

We maintain reasonable administrative, technical, and physical safeguards to protect personal information. No method of transmission or storage is completely secure.

## **Data Retention**

We retain personal information only for as long as reasonably necessary to provide our services, comply with legal obligations, resolve disputes, and enforce our agreements.

## **Children's Privacy**

Our website and services are not directed to children under the age of 13, and we do not knowingly collect personal information from children under 13.

## **Your Privacy Rights**

Depending on applicable law, you may have rights to request access to, correction of, or deletion of certain personal information. Contact us using the information below.

## **Changes to this Policy**

We may update this Privacy Policy periodically. The revised version will be posted on this page with an updated effective date.

## **Contact Information**

Hart House Hotel  
113 West Center Street  
Medina, NY 14103  
Phone: (585) 735-6031  
Email: [info@harthousehotel.com](mailto:info@harthousehotel.com)