

## OUR PRIVACY POLICY ( UPDATED JUNE 2020 )

This Privacy Policy explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe.

We are committed to protecting your privacy; we'll only use the information that we collect about you lawfully. We won't share your information with any other organisations for their marketing, market research or commercial purposes.

For the purpose of the General Data Protection Regulation 2018, the data controller is Yr Hen Stablau Holiday Cottages, Devils Bridge, Ceredigion, SY23 3JL.

### Visitors to our website

If you're just browsing our site we don't collect any personal information about you. Any website analytics information we collect is only processed in a way which does not identify anyone.

### Holidaymakers enquiring or booking

We collect information from you when you make a booking, make an enquiry, make a payment, make a complaint, fill out a form or engage with us via social media.

## WHAT INFORMATION DO WE COLLECT AND WHY?

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When you make an enquiry, we may collect and store your name, email address and phone numbers in order to handle your enquiry.

When you book through us, we will collect and store your name, email address, home address, phone numbers and bank account details in order to provide you with our booking service. We will not share these details with any third parties.

When we collect your personal data, we'll only keep it for as long as necessary and for the purpose it was collected.

Unless you request us not to, we will add your email address to our mailing list and send occasional emails with news and updates. If you change your mind, you can remove yourself from our mailing list at any time by email us at [paul.rushworth@hotmail.co.uk](mailto:paul.rushworth@hotmail.co.uk) and ask us to remove you from our mailing list. Otherwise, we will not use your information for marketing purposes or share information about you with third parties for their own marketing purposes.

When we take your booking, we must use your information in the following ways:-

We will use the postal and email address you give us to send you confirmation of your booking and any information and directions for your stay.

We will use the name and contact details of people you have identified as 'emergency contacts' in the event of an emergency involving you.

Your payment details will be used to take authorised payments for your booking or to process refunds.

We need to understand any special requirements you have (such as those relating to any disability or medical condition) so that we can check that the accommodation you have selected is appropriate for you.

We may also pass on other information relating to you for immigration, security and anti-terrorism purposes; or for any other purposes which a government authority determines appropriate or to comply with a relevant legal or regulatory obligation that we have.

If you fail to provide us with this information, we may not be able to plan or confirm your booking.

### How do we protect personal information?

In accordance with European data protection laws, we have put procedures in place to prevent unauthorised access to, and the misuse of, personal data. Our business systems and procedures are designed in order to protect and safeguard the personal data you share with us.

We use security procedures and technical and physical restrictions to prevent unauthorised access to data, storing it on secure databases accessible only by those with special access rights who are required to keep the information confidential.

We also have appropriate contractual obligations with our 'data processors' to ensure that they comply with the requirements of UK law. However, outside the European Economic Area, controls on data protection may not be as wide as the legal requirements in this country.

### Do we disclose any information to outside parties?

We do not sell, trade, or give your personally identifiable information to outside parties other than

Our bank if we need to make a transfer to you

Data may be stored by our email provider where provided for administration purposes, handling enquiries, bookings and complaints.

### Your rights relating to your personal information

You have many rights relating to your personal information:

- The right to be told how your personal information is used
- The right to ask us to correct inaccurate information we hold about you
- The right to ask us to delete, stop processing or collecting your data
- The right to unsubscribe from our email newsletters and withdraw consent from any consent-based processing at any time
- The right to complain to your data protection regulator which in the UK is the Information Commissioner's Office
- The right to access the information we hold about you by submitting a Subject Access Request to us by email to [paul.rushworth@hotmail.co.uk](mailto:paul.rushworth@hotmail.co.uk) or by post to Yr Hen Stablau Holiday Cottages, Devils Bridge, Ceredigion, SA23 3JL.

We will respond to your request within 5 working days to acknowledge receipt. Our initial response will contain a Subject Access Request form including a request for verification of your identity. We will conclude within 30 days of receipt of the necessary information.

### Retention of information

We will retain information only for as long as it is needed for its original purpose or to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. Any information no longer required will be deleted or disposed of confidentially and completely.

### Links to other websites

This privacy policy does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit. We have no responsibility or liability for the actions or content of those sites.

### Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

### Changes to our privacy policy

If we decide to change our privacy policy, we will post the changes on this page. Policy changes will apply only to information collected after the date of the change. This page was last updated on 01/06/2020.

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