

# Ardevora Mill Holiday Cottages - Privacy Policy

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*We are committed to protecting and respecting your privacy.*

**This Policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.**

Any questions regarding this Privacy Policy should be sent to us by:

Email: Mr & Mrs A Pitman [relax@ardevoramill.co.uk](mailto:relax@ardevoramill.co.uk)

Post: Mr & Mrs A Pitman, Ardevora Mill, Philleigh, Truro. TR2 5LZ

By booking with us you are giving us permission to keep your personal information in our database and use it in line with our Privacy Policy. If you would like us to remove your data from our system once your booking and corresponding communication has taken place, then please send us an 'opt out' email, or write to us – contact details as above.

## **How do we collect information from you?**

Data will be collected during the course of your enquiry, or booking.

## **What type of information do we collect from you?**

The personal information we collect might include your name, address, email address, telephone number, family member's names and ages and other details relating to your booking. We may also record information about your preferences such as that it is your birthday, which will help us make the service we provide more relevant to you.

## **How is your information used?**

We may use your information to:

- process bookings that we are undertaking for you
- carry out our obligations arising from any contracts entered into by you and us
- deal with entries into a competition
- seek your views, or comments on the services we provide to assess the quality of our services and to develop our work
- notify you and remind you of your booking
- send you communications which you have requested
- send information about our services that may be of interest to you
- market our products and services

## **How is your information stored?**

Your personal information is stored on our password protected computers and phones. It is also stored in paper format, which is kept in a secure location. It can only be accessed by staff who have a legitimate business need. However, no company or system can guarantee complete security, as it can be affected by unknown outside factors. Once we receive your information we make our best effort to ensure its security on our systems.

## **How long will your data be stored for?**

We will only keep your personal data for as long as it is relevant and appropriate to our legitimate business uses as outlined above.

### **Who has access to your information?**

Data collected will not be passed on to, or sold to any other third parties, except:

- If your account is overdue for payment your data may be shared with a third party for the purpose of collecting monies owed to us.
- At your request we may share your data with third party service providers and other associated organisations who will provide services to you on our behalf.
- At your written request we may share your data with third party service providers and other associated organisations that offer services relevant to your booking with us.
- With external accountants for the purposes of producing and auditing our accounts.
- With HMRC when requested for purposes of auditing.
- If there is a change (or prospective change) in the ownership of Ardevora Mill Holiday Cottages or any of its assets, we may have to disclose personal information to the new (or prospective) owner. If we do so we will require them to keep it confidential and use it in accordance with the terms of our Privacy Policy.
- If we need to disclose personal information to protect our rights or third party service providers rights and property, or to comply with any applicable law or valid legal process.

### **What data does Ardevora Mill Holiday Cottages pass to its third party service providers?**

When we use third party service providers and other associated organisations we disclose only the personal information that is necessary to deliver the service. Please be assured that we will not knowingly release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so.

### **How you can access and update your information?**

The management, accuracy and storage of your information is important to us.

You have the right to:

- change your communication preferences at any time.
- ask for a copy of the information Ardevora Mill Holiday Cottages holds about you. You will need to provide proof of ID.
- have inaccurate personal data rectified or destroyed.
- remove your personal information by 'opting out' at any time

Please inform us of any changes to your data by:

Email to: Mr & Mrs A Pitman [relax@ardevoramill.co.uk](mailto:relax@ardevoramill.co.uk)

In writing to: Mr & Mrs A Pitman, Ardevora Mill, Philleigh, Truro. TR2 5LZ

### **How can I complain?**

If you have any questions or would like to lodge a complaint about our use of your personal data, you can contact us by email to Mr & Mrs A Pitman at [relax@ardevoramill.co.uk](mailto:relax@ardevoramill.co.uk) or in writing to Mr & Mrs A Pitman, Ardevora Mill, Philleigh, Truro, TR2 5LZ. You may also contact the Information Commissioner's Office direct.

### **Review of this Policy**

We will review our Privacy Policy from time to time. Copies are available on request – contact details as above.