



Privacy Policy

Our contact details

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The type of personal information we collect

We currently collect the following information directly from you:

- Full Name
- Email Address
- Phone Number
- Home Address

How we get the personal information and why we have it

We request the information at the booking process, and also if you fill in our Contact Us form, so that we can maintain contact with you before, during and after your stay.

We will not share this information with anyone else unless you expressly give us permission to do so.

How we store your personal information

Your digital information is securely stored on a password protected laptop and/or a password protected flash drive. Information on paper will be kept in a lockable drawer or cabinet.

We will normally keep your information for up to five years and then be destroyed: digital information will be deleted and removed from the Recycle Bin; paper documents will be destroyed by shredding. If you would like us to delete/destroy your information/documents earlier than that, please contact us (details are at the top of this document).



Your data protection rights

Under data protection law, you have rights including:

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us if you wish to make a request (details are at the top of this document).

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us (details are at the top of this document).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's Contact Details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>