

## **Martinhoe Cleave Cottages Privacy Note**

This Privacy Note sets out how we use and store any information you provide to us.

We collect and store information about our guests where we have a statutory or contractual obligation or a legitimate interest so to do.

### **The information we collect**

When you make a booking with us the information we collect and store includes, but may not be limited to, the following:

Contact details including names, addresses, telephone numbers and email addresses of guests who stay at Martinhoe Cleave Cottages.

For guests who are non-British nationals we are required by law to collect the name and nationality of those originating from Commonwealth countries and for other foreign guests we will require the name, nationality, passport number and address of your next destination. We will hold your passport and next destination information for a period of 12 months after your stay, following which it will be destroyed. During the 12 month period, we are required to show this information to a police officer if requested to do so.

We also hold the contact details of suppliers and contractors who provide services to the business.

### **Purpose of collecting and holding information**

- To fulfil any contractual obligations we have with you;
- To maintain accurate records;
- To undertake administrative tasks to enable us to provide services to you such as making bookings and carrying out our own accounting procedures;
- Marketing (where requested by you).

### **How we will use your information**

Your contact details are entered onto our database when you request that a booking is made. We prefer to communicate with you by email, but telephone or post can be used to communicate with you if you request this. Email is used to send you our terms and conditions, invoices due for payment, to confirm payments (and bookings), and to send your arrival instructions.

We take contact telephone numbers which will only be used to contact you in an emergency or if we have been unable to contact you by email (unless you request telephone communication to process your booking).

We do not take payments by card, so we will not request or hold your bank card details as part of the booking process. However, it will be necessary to take your bank details where we have taken a security deposit, or if you are due a refund and you requested this method of payment. This information will be stored and used for the purpose of making a bank transfer. Once the appropriate transfer has been made, your bank account details will be deleted/destroyed.

Occasionally we would like to email you with news and events, or with details of late availability or special offers. You can opt to receive these emails by completing the contact form on our web site. If you have signed up to receive these emails, but no longer wish to receive them, you can opt out or unsubscribe by ticking the appropriate option on the contact form.

### **Security**

We take your privacy very seriously. We will not pass your information to a third party. We have suitable security procedures in place to protect our databases from loss or misuse.

### **Your rights**

Under the General Data Protection Regulation (GDPR) and The Data Protection Act (DPA) you have the right to request access to, rectification or erasure of, your personal data. The right to erasure of your information does not override other legislative requirements which require us to retain this information.

If you have any queries about the data we hold on you please contact James Ives on 01598 753987 or [info@exmoorhideaway.co.uk](mailto:info@exmoorhideaway.co.uk)