

**ROBIN HILL
FARM COTTAGES**



ROBIN HILL FARM COTTAGES – PRIVACY POLICY

At Robin Hill Farm Cottages we are committed to respecting and protecting your privacy.

Please read this privacy policy carefully (in conjunction with our Terms and Conditions document and our on-line booking form) so that you are fully aware of what information we collect, how we use it and may use it in the future, and how we protect it and therefore your privacy.

Data Controllers

All personal information provided via our on-line booking form, our third party booking agency cottages.com, or gathered via our website is controlled by Jill Turner (nominated Data Protection Controller) and Paul Smith, Robin Hill Farm Cottage, Robin Hill Farm, Littleham, Bideford EX39 5EG.

If you have any queries about your privacy please contact us via email at: enquiries@robinhillfarmcottages.co.uk

What information do we collect?

We may collect, store and use the following kinds of personal data:

- i) Information about your visits to and use of this website;
- ii) Information that you provide to us for the purpose of booking with us ; or via surveys; or via competitions; or by subscribing to our email/direct mail notifications (which you can do by opting to receive emails on our on-line booking form, by leaving us your email address on our end of holiday feedback form, or by requesting our special offers on our website) .
- iii) When you make a direct booking with us we will share your details with our booking system provider SuperControl for the purpose of them delivering their service to us. You consent to us providing your details to SuperControl for this purpose.

- iv) If you send us an e-mail message or complete an on-line form request form, we will use your e-mail/postal address and any information you provide to deal with and respond to your query or comments.
- v) When you make a booking via the cottages.com organisation they provide to us your name, address, email address, phone number and numbers in your party.

How we use personal data

- i) We may collect, derive, combine, access and process your personal information for these reasons:
- ii) To monitor website traffic to help us improve its design and layout
- iii) Send via direct mail/email our special offers (only if you have requested us to)
- iv) Fulfil our service to you in providing accommodation and services which involves responding to queries, comments, complaints and requests
- v) To ensure we are providing the most relevant experience to you when you visit our website
- vi) To ensure we are supplying relevant information in our direct mail/emails which you are a liberty to unsubscribe from at any time.

Legal basis for processing your data

We conduct the above activities in the pursuit of our legitimate interests as a commercial business including the marketing and promotion of our brand, products and services; to fulfil the contractual obligations we make when you make purchases (make a booking), either directly or indirectly via our agent (cottage.com organisation), from us and only based on your consent.

What we do with the information we collect

We never use your information in a way that is incompatible with this privacy policy. We never share or sell your information and never transfer personal data outside of the European Economic Area

Your consent

By using our direct on-line booking system or our website or booking via our agents, you consent to the use of any information provided by you, collected from you, or derived based on collected personal information by Robin Hill Farm Cottages for the purposes described in this document. You have the right to withdraw your consent at any time for any processing activities that are based on your consent by emailing us at enquiries@robinhillfarmcottages.co.uk

Children under the age of 16

If you are under the age of 16, you may request our special offers via our website but only with the expressed consent of a parent or guardian

Data Retention

Your personal data will be retained for as long as is reasonably necessary for the purposes listed above or as required by applicable local law. We may keep an anonymized form of your personal data without time limits, to the extent that we have a legitimate and lawful interest in so doing.

Data Security

We endeavour to take all reasonable steps to protect your personal data including the use of encryption technology but cannot guarantee the security of any data you disclose online. You accept the inherent security implications of sending information over the Internet and will not hold us responsible for any breach of security unless we have been negligent. Our database is stored in a secure, password protected location. Only users authorised by us have access to this data.

Your rights

You have the right to request at reasonable intervals, access to the personal information we have collected about you.

Please send any access request to enquiries@robinhillfarmcottages.co.uk In making a request, please provide as much detail as possible about what personal data you would like access to. We require that you prove your identity at the time of request with photo identification such as passport or driving licence, answering of specific questions and you may be asked to sign a request form. This is so that we protect your data and have an audit trail of your request which will be kept on file with your personal information.

You may request us to rectify, erase or block the processing of your personal data if that personal data is no longer accurate, or when further processing of that personal data would be in violation of applicable data protection legislation.

You have a right to receive any personal data that you have provided to us to transfer it onto another data controller where the processing is based on consent and is carried out by automated means called a data portability request. You have the right to object to our processing of your personal data where the basis of the processing is our legitimate interests including but not limited to direct marketing and profiling.

You have a right to information about how we are processing information about you and we have an obligation to process only a minimum of data for specific, explicit and legitimate purposes in a fair, lawful and transparent manner. This privacy policy fulfils our obligations to provide you with information, but you should contact us directly if you have any questions or concerns.

You have a right to register a complaint about any aspect of how we are handling your data with the Information Commissioner's Office in the UK who can be contacted at: <https://ico.org.uk/concerns/>

Applicable Data Protection Law

This privacy policy is based on the General Data Protection Regulation (GDPR) applicable from 25 May 2018. If you are subject to more stringent data protection legislation, please refrain from using this website or any of our services.

Cookies

When you visit this website, your IP address, browser and version, operating system and the site you came from are stored in a log file. This information is only used for statistical purposes to help improve this site. Log files do not contain any personal information.

How we use cookies: A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Pages located on the secure.supercontrol.co.uk domain are powered by the SuperControl booking system for Robin Hill Farm Cottages. We store information about your visits to these pages using cookies which we can access when you visit our site in future. We do this to process direct on-line bookings.

We use a service provided by Google Analytics which counts page visits and traffic sources so we can measure and improve the performance of our website. We only use this information for statistical analysis purposes.

We do not use cookies for collecting personal information and we will not collect any information about you except that required for administration of the web server.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of our website.

More information about Cookies can be seen at www.aboutcookies.org

Policy amendments: We may update this privacy policy from time-to-time by posting a new version on our website.

This privacy policy applies only to websites belonging to and operated by Robin Hill Farm Cottages. We are not responsible for the content or privacy practices of third party web sites that may be linked to our web pages.

Contact Us at enquiries@robinhillfarmcottages.co.uk with any queries regarding this privacy policy or our treatment of your personal data.

May 2018