

Privacy Policy for Seascape, Shaldon

Introduction

This Data Privacy Policy explains how Seascape uses your personal information. The document outlines what information is gathered, how it is processed, with whom it might be shared as well as how it is managed and kept secure. It also provides important information under the General Data Protection Regulation 2018 on your rights.

What information do we collect from you?

Seascape collects, stores and uses personal information obtained via the following methods in order to act on a holiday maker's enquiry to use Seascape both now and in the future.

- Information you provide to us when sending an enquiry through our website, social media or direct contact.
- Information you provide to us when making an enquiry through a 3rd party website or a 3rd party holiday letting agent.
- Information provided to us when signing up to a distribution list to receive correspondence from us.

How we may use your personal data.

Personal data we receive will be used for the purpose it was provided. This includes;

- Providing you with information and quotes regarding an enquiry to use Seascape.
- Keeping you informed and facilitating your stay at Seascape
- Sending you future correspondence on availability and offers where you have opted in.

Who we may share your information with

We will not share your data with any third party other than in the circumstance to facilitate your enquiry or stay. Below are details of where data is shared;

- With system providers to process your enquiry/stay, send out correspondence, facilitate our booking calendar and payment processing
- With agencies that provide a hosting and turnaround service to ensure your stay goes smoothly

Your rights and how to act on them

You have the right to;

- Instruct us to provide you with any personal information we hold about you, via a Subject Access Request
 - Upon receipt of such a request we will, after confirming your identity, provide all relevant data we may hold to you in the most practical format unless otherwise stipulated or not reasonably possible.
 - We may withhold personal information that you request to the extent permitted by law.
- Have any data inaccuracies corrected as quickly as possible however it is advisable that all actions across our systems should be in place no more than 28 days from request.
- Have your personal data erased, unless we are permitted to hold it by law;

- Have a restriction placed upon our processing of your data;
- Instruct us to cease all processing for marketing purposes or alter how you wish to be communicated with;
- To request your data be provided to another processor controller

If you wish to exercise these rights you can do so by emailing seascapeshaldon@gmail.com

How we keep your data secure

We will take all reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. We use a trusted 3rd party system to hold your data which is protected via password. All details of financial transactions entered via our website is using an encrypted banking system. No financial data is held by ourselves.

Cookies

We collect information automatically about your website visit including demographic data and browsing patterns, via the use of cookies and session file information. This information allows us to give you a better user experience without the need of entering a password every time you visit as well as enable us to conduct market research on user activity.

We use "cookies" to identify you when you visit the seascapecottage.co.uk site. A cookie is a small piece of information sent by a web server to a web browser which enables the server to collect information back from the browser. We will only read cookies from your cookie file placed there through your web browser's interaction with the seascapecottage.co.uk site. We also use information in aggregate form (in other words, no individual user is identified) to:

- o To allow us to develop the business in ways that help you
- o To manage our relationship with advertisers and
- o To audit usage of the site.

How can you change your cookie settings?

- o Users can control cookies via their browser settings. Please visit these 2 pages to find out more > <https://www.aboutcookies.org/> & <http://www.allaboutcookies.org/>
- o To opt-out of being tracked by Google Analytics please visit this page > <https://tools.google.com/dlpage/gaoptout>

If you have any queries email seascapeshaldon@gmail.com