

## **Hill Barn Cottages - The Bower**

### **Privacy Notice – March 2024**

We are committed to safeguarding the privacy of visitors to our website and our guests. This Notice sets out how we will collect, use and store your personal information.

#### **1. Data Controller**

Hill Barn Cottages (The Bower)  
Hill Barn, Gore Lane, Uplyme, Lyme Regis, DT7 3RJ  
Tel: 01297 445185  
Email: [hal@lymeregis-accommodation.com](mailto:hal@lymeregis-accommodation.com)

We are responsible for the collection, management and safeguarding of all personal information you provide. We will keep your personal data secure, in accordance with applicable privacy and data protection laws and the terms of this Privacy Notice.

#### **2. What information do we collect?**

When making an enquiry or booking, via our website, email, phone or post, you will be asked to provide the following information:

- Name and age (if under 21) for each guest
- Contact details for the lead guest – address, telephone number and email address
- Details of any special requirements / needs you may have

#### **3. How do we use your information?**

The information you provide is used primarily to complete your booking and prepare for your visit but may also be used for some, or all, of the following:

- Statistical purposes to assist with the management and development of our business
- To inform you of significant, relevant events and late availability
- Occasionally, to advise you of other services and information we think may be of benefit to you

#### **4. What legal basis do we have for processing your information?**

We will process your personal information:

- In performance of our contract with you

If you make a booking through us we will use the details that you provide as the basis of our contract with you. This information is likely to include your name, date of birth, contact details, information about people travelling with you, information about your booking and any additional information we may need to help meet your specific requirements.

- For our own legitimate interests

We want to give you the best possible customer experience whilst respecting your privacy.

We may use your name and contact details to tell you about our own products and services which we think may be of interest to you. You can ask us to stop doing so at any time.

We may use some of your personal information for statistical purposes when we evaluate the services we provide.

- To comply with our legal obligations

We may use and disclose your personal data for compliance purposes, as required by any legal or taxation authority and to the extent that we are required to do so by law or regulation.

## **5. Who might we share your information with?**

Your personal data will be treated as strictly confidential and will not be shared other than as provided within this notice.

We may share your personal data with Government bodies and agencies:

- In connection with any legal proceedings or prospective legal proceedings
- To prevent fraud and other crime
- To establish, exercise or defend our legal rights

## **6. How do we manage and secure your information?**

We will comply with data protection legislation in our handling of all personal data, keeping that data safely and securely and retaining it only for as long as is necessary to satisfy our own legitimate requirements and our legal and regulatory obligations.

We will never sell or give your data to another organisation or individual for marketing purposes.

We use third-party specialists to provide part of the IT infrastructure utilised in our business, including the email and booking calendar platforms. These systems may, for operational reasons, be located overseas.

We will only transfer your information to third party service providers where we are satisfied that this is lawful and that adequate levels of protection are in place to ensure the integrity and security of the information being processed, in compliance with applicable privacy laws. In the case of providers outside the European Economic Area, we will ensure that applicable local laws or, in their absence, contractual obligations of adequacy or certification under a recognised international framework provide an appropriate level of data security.

## **7. How long will we hold your information for?**

We have established a data retention / removal timetable to ensure that your information is only stored for as long as it is required, either for reasonable business purposes or to meet legal requirements. Where your information is no longer required, we will ensure it is disposed of or deleted in a secure manner.

For enquiries that do not result in a booking we will typically retain your information for 12-18 months from the time of your enquiry.

For established customers that have made one or more bookings, we will retain your information for 7-8 years from the date of your last visit.

## **8. Your rights in relation to your personal data**

You have the following rights, subject to any applicable exemption:

- To request access to, or a copy of, your personal data and information about how we process it
- To have your personal data corrected or completed if it is inaccurate or incomplete
- To have your personal data erased where it is no longer necessary for us to retain it
- To request that we restrict or stop processing of your personal data
- To request a copy or transfer of your personal data, including direct transfer to another data controller where possible
- To complain to the Information Commissioner's Office who can investigate compliance issues and has enforcement powers.

## **9. Links to third party websites**

Whilst our website contains links to third party websites, this Privacy Notice only applies to our own website. Accordingly, if you follow a link to another website you will need to observe their Privacy Notice.

## **10. Updates to this Notice**

We regularly review, and when appropriate update, our Privacy Notice. Updates will be published on our website without delay.

## **11. Who can I contact if I have queries about this Privacy Notice?**

If you have any questions about our Privacy Notice or the information we hold about you or if you wish to exercise any of your rights set out above, please contact us using the details in Section 1.