

# Privacy Notice

Your privacy is very important to us and this Privacy Notice will advise you on how we collect, use, process and store the personal information we collect about you.

Please read this notice in conjunction with our Terms and Conditions of Booking; these are available here:

<https://hazelandlodge.co.uk/booknow>

## 1. Collection and Use of Information

### 1.1 How we collect information

We collect information about you via a number of different methods, including:

- When you book, or enquire about booking a holiday directly with us
- When you book a holiday through one of our Booking Agents
- When you complete a form on our website or send us an email

### 1.2. Booking a holiday

When booking a holiday directly with us, we collect the following personal information to enable us to administer and provide your holiday:

- Your name, address, telephone number, date of birth, gender and email address
- The name, address, date of birth and gender of your party members (optional)
- We will also record your consent for receiving marketing information

### 1.3 Booking a holiday via a Booking Agent

If you book a holiday via a Booking Agent, the Agent will request all of the information detailed in '1.2 Booking a holiday'. The Booking Agent may also request additional personal information. Please also review the Privacy Notice of the Booking Agent.

Our list of Booking Agents is provided below:

- Airbnb – [www.airbnb.com](http://www.airbnb.com)
- Holiday Lettings – [www.holidaylettings.co.uk](http://www.holidaylettings.co.uk)

## 2. How do we use your Personal Information

The information that you provide to us will be used:

- To process your booking and to provide you with information about your holiday
- To identify your eligibility for, and to provide you with any offers or discounts, based upon your previous booking history
- To provide any other information that you may have requested

### 2.1 Marketing

We will not send you any marketing information unless you explicitly opt into receiving this information.

You can opt-in to receiving marketing information at the time of booking your holiday by completing the online booking form.

You can opt-out of receiving marketing information by contacting us.

## 3. How do we store your information

Your personal information is stored within a booking system provided by Bookster who act as a Data Processor. Bookster are also required to implement appropriate technical and organisational measures to protect your information from unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure.

Your personal information is also stored by us electronically on our internal computers and servers.

In the event of you cancelling your holiday with us, we may request and process sensitive personal information about you or the affected party member(s). This information is only retained for as long as necessary to process the cancellation and this information is then disposed of in a secure manner.

We do not store any payment card information. When booking online, our customers are redirected to Stripe - our payment provider - and they process online payments on our behalf. We only retain a reference of the transaction and the last 4 digits of the payment card used.

#### 4. Who we share your personal information with

We may share your information if we are required by law or to help provide our services to you. This may include sharing certain information with:

- Other third parties where you have given your consent to the disclosure
- Our insurance companies in cases of accident, injury or other claims.
- The emergency services
- Other law enforcement and Government agencies

#### 5. How long we keep your information

We will not keep your personal information for longer than necessary for our business purposes.

For accounting reasons, your booking history will be held for a period of 6 years from the end of the financial year following the date that your holiday commenced. After this period the information will be removed from our systems.

#### 6. Access to your Personal Information

You have a right to request access to any personal information that we hold about you. This type of request is known as a 'Subject Access Request'. If you would like a copy of some or all of your personal information that we hold about you, please email or write to us using the contact details provided at the bottom of this Notice. Unless the request is unfounded and excessive, there will be no charge for this service and we will respond to your request within 30 days.

We want to ensure that your personal information is up to date. If you feel that any of the personal information that we hold about you may be incorrect or inaccurate, please contact us to allow us to rectify this issue.

## 7. Links to third party websites

This Privacy Notice does not apply to any third party websites that this website links to. You are advised to read any privacy policies that may be applicable to third party websites.

## 8. How to contact us

Please contact us if you have any questions about our Privacy Notice or the information that we hold about you:

- Email us at: hazelandlodge@gmail.com
- Write to us at: Hazeland Lodge, Hazeland, Bremhill, Calne, SN11 9LJ

## 9. Complaints

If you wish to register a complaint about how we handle your Personal Information, you can contact the Information Commissioners Office who are the Supervisory Authority for Data Protection in the United Kingdom.

Contact details for the Information Commissioners Office are located on their website: <https://ico.org.uk/concerns/>