

## **Privacy Notice for Richard & Hilary Colling (trading as 'Little Waverley Hope Cove').**

### **1. Who are we?**

Richard & Hilary Colling managing a furnished holiday letting known as '**Little Waverley Hope Cove**', operating through our website: [www.littlewaverleyhopecove.co.uk](http://www.littlewaverleyhopecove.co.uk)

This is our Privacy Notice and it explains how we collect, use, share, secure and protect your personal data. We are responsible for collecting, holding and managing any personal data you share with us. We will keep your personal details safe and secure and use the personal information you provide lawfully and as explained in this Privacy Notice.

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

If you contact us to make a booking, or to make queries about a potential or ongoing booking, we will collect details that you give us in relation to that booking or query. This information may include your name, contact details, payment details, date of birth, information about people in your party, information about your booking and any other information we may need to help meet your specific needs.

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

The information you provide may be used in a number of ways, for example: to enable us to provide your booking:

- to inform you about an uncompleted booking;
- to manage customer service queries; and
- to help us to provide details or information you may have asked for.

### **4. On what legal basis will we process your information?**

We will always process your personal information on lawful grounds and in particular on the grounds set out below:

#### ***To Perform a Contract/Provide a Service***

If you make a booking through us, we will use the details that you give us to provide that booking to you. This information is likely to include your name, date of birth, contact details, payment details, information about people in your party, information about your booking and any additional information we may need to help meet your specific requirements.

**If you do not provide us with the information set out in this paragraph, then we may not be able to provide a booking.**

### ***Legitimate Interest***

We want to give you the best possible customer experience whilst ensuring that your privacy is respected.

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

We may share your email address with our technology providers (acting as data processors), for them to use on our behalf in connection with the management of bookings or provision of website hosting services.

### ***Legal Obligation***

We may also use and disclose your personal data for compliance purposes, to the extent that we are required to do so by law or regulation by a law enforcement or taxation agency or for the purposes of preventing crime.

## **5. Who will you share my information with?**

We will use your data in order to provide you with bookings that we offer.

We may also use and disclose your personal data without your permission in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend our legal rights.

## **6. How do you manage my information?**

We use UK-based booking management system provider and EU-based website hosting service.

We will only transfer your information to service providers who help manage our systems, or overseas, where we are satisfied that this is lawful and that adequate levels of protection are in place to protect the integrity and security of any information being processed and in compliance with applicable privacy laws.

## **7. Updating your details?**

If you would like to change any of your preferences relating to the way in which we may use your information for contacting you, then please send an email to:

[info@littlewaverleyhopecove.co.uk](mailto:info@littlewaverleyhopecove.co.uk) or contact us at '**Little Waverley**', Grand View Road, Hope Cove, Kingsbridge, TQ7 3HF. Alternatively you can call us on: 01548 562106.

## 8. How long will we hold your information for?

We have a system of retention periods in place to ensure that your information is only stored whilst it is required for the relevant 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.

If you have any questions in relation to our retention periods please contact us at **'Little Waverley'**, Grand View Road, Hope Cove Kingsbridge, TQ7 3HF. Alternatively you can call us on: 01548 562106.

## 9. Your rights

You have the right to ask us at any time:

- to confirm whether we hold any of your personal data;
- to send you a copy of any personal data that we hold about you;
- to correct any inaccuracies in your personal data and to add relevant details where the personal data we hold is incomplete;
- to delete (to the extent possible) any of your personal data, where we are required by law to do so;
- to stop processing your personal data, where we are required by law to do so;
- to let you have a portable copy of the personal data we hold about you, where we are required by law to do so;
- to stop processing any of your personal data that we process on the basis of our legitimate interest; and
- to stop sending you marketing material. Please note, however, that we may continue to send you service related communications (i.e. non-marketing), such as emails relating to your booking or to your holiday accommodation.

Where we process your personal data on the basis that you have given us your consent to do so, then you may contact us at any time to withdraw your consent.

If you wish to exercise any of these rights, or wish to object to our use of your personal information, please write to us at the address given below:

Hilary & Richard Colling, **'Little Waverley'**, Grand View Road, Hope Cove Kingsbridge, TQ7 3HF.

**10. Does the notice apply to linked websites?**

Our websites may contain links to other websites. This privacy notice only applies to this website, so when you link to other websites you should read their own privacy policies.

**11. How do we update this privacy notice?**

We keep this privacy notice under regular review and we will place any updates on our website.

**12. Who can I contact if I have queries about this privacy notice?**

You can contact us directly if you have any questions about our privacy notice or information we hold about you.