

Wynd Cottage, Whitby – Enquiries & Booking Privacy Policy (2020)

Andrew and Wendy Bell trading as Wynd Cottage
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What is this Privacy Policy for?

This sets out how we Andy and Wendy Bell trading as Wynd Cottage uses and protects personal information that you give us when making an enquiry or booking online, on the phone, via email or in person.

The Privacy Policy for the website is a separate document available from the link in the footer of every page of the website. Your Booking Data is not linked in any way with your anonymous browsing of the website.

Information we collect about you

- When you make an enquiry/booking we will ask you to provide personal information about yourself and other members of your party. This could be your name, contact details and other necessary information. The information is only used to facilitate the holiday letting of Wynd Cottage.
- If you tick the box allowing us to contact you with marketing information we will store this preference.
- If you contact us in any way, we may keep a record of the correspondence.

Use and storage of your information.

- Your booking information is held securely on a third party, GDPR compliant booking system. The owners of the booking system have security in place to ensure data is kept safe at all times. Privacy information about this system is available on their website : bookalet.co.uk
- Information will also be stored on our own computers and email systems.

- Information you provide to us will not be shared with other third parties without your knowledge unless we are legally required to do so.
- We use the information to provide holiday services to you and to provide you with the best possible service. We may also use it ourselves to improve our products and services.
- Limited information about your booking may be shared with the housekeepers involved with a booking.
- If you have consented to receive marketing communications from us we may contact you with offers, updates and information about Wynd Cottage. You are welcome at any time to withdraw this consent just let us know.
- Card Payments are carried out through independent third parties and governed by third party terms and conditions. We do not store or process credit card details.

Your rights

We may hold some of your information on our systems for 6 full financial years for tax reporting requirements. Full information stored on our booking system will be deleted after approximately 3 years of inactivity.

- You have the right to have all your information deleted from our systems.
- You have the right to ask for a copy of the information we hold about you.
- You have the right to change any incorrect information we hold about you.
- You have the right to ask us to stop processing information about you.

To request any of the above please contact us.

Security of Contacts & Communications

Users contacting us via the on-line booking system or directly via email do so at their own discretion and provide any such personal details requested at their own risk. We understand that email systems, sending and receiving are not encrypted and can be hacked. If you have concerns over the confidentiality of information transmitted via email please get in touch and we can work out phone and postal communications.