

Creekside Cottage Privacy Policy

This Privacy Policy sets out how the Owner of Creekside Cottage collects, stores and uses information about you when you use or interact with our website www.mylorcreekside.com and where we otherwise obtain or collect information about you.

We respect your privacy and aim to comply with data protection regulations. This policy explains how we collect and handle data relating to website visitors. Please note that this policy may be altered in the future. It was last updated on 18 November 2019

Who collects the information?

The information is being collected by the Owner of Creekside Cottage. The Owner is the Data Handler and can be contacted via email at nigelandjacquie@mylorcreekside.com.

How do we collect information?

Information can be collected in the following ways:

- Contacting us via our website enquiry form or emailing us.
- When guests ask us to let them know about offers to returning guests
- If you make an online booking.

Anonymous data (relating to your computer/device, not to you personally) is also collected whenever someone merely visits one of our web pages. This uses the Google Analytics service (see below), and it involves the use of cookies (see below).

What information is collected?

For enquiries and/or bookings we will only collect the minimum information required for the purposes of being able to contact you and make an accurate record of the booking and process any payments relating to it.

The anonymous data relating to website traffic is limited to details of the device or connection being used to access our website (including the IP address of your computer, the country the connection is made from, the browser, etc.) and a record of the pages visited, plus the time spent on each page.

How is your data used?

When you contact us, make a booking or sign up for our newsletter, your data is only used for the corresponding purposes. We will not pass your contact details and other personal data to a third party for marketing purposes.

Some data will also be used for internal record keeping (e.g. for the accounts that we are legally obliged to maintain), and to help us assess how to improve the services that we offer.

Anonymous data collected from cookies is used purely to compile statistics regarding the website traffic so that we can judge how well the website is performing. The data is collected and the statistics are compiled using the Google Analytics service. Click for [general information about how Google's services impact your privacy](#), or click for [the Google Analytics privacy policy](#).

Who has access to your information?

The enquiry and booking information entered through our website is administered by [Holiday Bookings Online Limited](#), who also process your payments securely during the booking process. Their GDPR Privacy Policy can be viewed [here](#).

We share only the minimum necessary information with our housekeepers and other service providers at Creekside Cottage to enable us to fulfil our obligations to you under our Holiday Lettings Terms and Conditions.

We will not sell or rent your information to third parties.

We will not share your personal information with third parties for marketing purposes. Personal information will only be given to a third party when we are legally obliged to do so.

Anonymous data derived from cookies may be shared with third parties, but only for technical purposes, not marketing ones.

Your consent

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. You can change your marketing preferences at any time by contacting us by email: nigelandjacquie@www.mylorcreekside.com

How you can access and update your information

The accuracy of your information is important. If you change your email address, or if you believe any of the other information we hold is inaccurate or out of date, please email us at nigelandjacquie@www.mylorcreekside.com. We will promptly correct any information found to be incorrect.

You have the right to ask for a copy of the information we hold about you, and this will be sent to you in electronic format free of charge.

Your right to restriction

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, please look for the box that you can click to confirm that you do NOT wish us to inform you about returning guest offers from time to time. If you do not click this box we will assume we have your permission to do so. You may change your mind at any time by emailing us at nigelandjacquie@www.mylorcreekside.com. We will promptly correct any information found to be incorrect.
- If you do not want Google Analytics to compile anonymous statistics about the interaction between your device and our website, you can download and install the Google Analytics Opt-Out Browser Add On.

Your right to be forgotten

Data will only be stored for as long as it is needed. Unnecessary data will be erased.

The security of your information

When details such as your name and email address are submitted via a contact form or email, this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Payment security

Our website provides a direct link to our third party online booking system at [Holiday bookings Online Limited](#) that allows you to pay for your booking using your Paypal. credit card details or debit card details. We do not store or process any Paypal, credit card details or debit card details on our website or any of our systems.

Breach notification

If we hold records of your personal data and we become aware of a data breach, we will endeavour to inform you of this within 72 hours.

Links to other websites

Our website may contain links to other websites of interest from time to time. You should note that we do not have any control over those websites, and so cannot be responsible for the protection and privacy of any information which you provide whilst visiting them.

Users under 18 years of age

Any user under 18 years of age must have their parents'/guardians' consent to use our website. Users without this consent are not allowed to provide us with personal information.

Cookies

A cookie is a small file sent to your computer's hard drive by a web page that you visit. Cookies allow web applications to recognise your device (not you personally) as you move from one page on the site to another, or if you revisit the site within a certain period. If you express a preference on a web page, for instance, that preference can then be recalled in the future. A cookie in no way gives us access to other files on your computer or to any other of your device's functions.

We use traffic log cookies to compile statistics about the popularity of pages on our site and about how people have arrived here. This helps us improve our website. We only use this information for statistical purposes.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, however, you can usually modify your browser settings to decline or block cookies if you prefer.

What to do if you don't want cookies to be set

If you prefer, it is possible to block some or all cookies, or even to delete cookies that have already been set; but you need to be aware that some functions of the website might become inoperable. If you

use the Internet Explorer browser, find out more info [HERE](#). If you use Firefox, see the information [HERE](#). If you are using Safari, see [HERE](#).

Acceptance of these terms

By using our website, you signify your acceptance of the terms of our privacy policy. If you do not agree to the terms of our privacy policy, please do not use our website. Your continued use of our website following the posting of any changes to our privacy policy will mean that you accept those changes.