

holidayincumbria.co.uk Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Telephone

01900749750

Email

holidayincumbriacouk@outlook.com

What information we collect, use, and why

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information

Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this on the ICO Website.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this on the ICO Website.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this on the ICO Website.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this on the ICO Website.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this on the ICO Website.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organization, or to you. [You can read more about this on the ICO Website.](#)
- **Your right to withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this on the ICO Website.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where we get personal information from

- Directly from you

How long we keep information

- We keep your information on our Booking System for three years from the date of your Booking unless you ask us to remove your information by contacting us via the Email address shown above.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

holidayincumbria.co.uk

Tel: 01900 749750

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>