



holidayincumbria.co.uk

Customer Privacy Notice

This Privacy Notice explains how holidayincumbria.co.uk collects, uses and protects your personal information when you make an enquiry, make a booking or contact us about your stay.

We are committed to protecting your privacy and handling your personal information responsibly in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Data Controller

Karen Powell

Registered with the Information Commissioner's Office (ICO) as the Data Controller for the following websites:

holidayincumbria.co.uk
holidayincumbria.com

Telephone: 01900 749750

Email: holidayincumbriacouk@outlook.com

What Information We Collect, Use and Why

When you make an enquiry or booking, we may collect the following information:-

- Your name
- Your address
- Your email address
- Your telephone number
- Booking details, including your chosen accommodation, arrival date, departure date and details of your stay
- Information relating to your party where required to manage your booking
- Information relating to dogs where applicable, including requests to bring a dog to your accommodation
- Payment information required to process your booking

Card payments made through our website are securely processed by Stripe. We do not store or have access to your full payment card details.

We use your personal information to:

- Respond to enquiries
- Process and manage your booking
- Contact you regarding your stay before, during or after your visit where necessary
- Process payments and refunds
- Maintain accurate booking records
- Meet our legal, accounting and business obligations

Lawful Bases and Data Protection Rights

Under UK data protection law, we must have a lawful basis for collecting and using your personal information.

The lawful bases we rely on are:

Contract

We may need your information because it is necessary to enter into and manage your booking contract with you.

Legal Obligation

We may need to retain and use certain information to comply with legal, taxation and accounting requirements

Legitimate Interests

We may process information where it is necessary for the reasonable operation of our holiday letting business, provided your rights and freedoms are not overridden.

Your Data Protection Rights

You have the right to:

- Request access to the personal information we hold about you
- Request correction of inaccurate or incomplete information
- Request deletion of your personal information where applicable
- Request restriction of how we process your information
- Object to certain types of processing
- Request transfer of your personal information where applicable

If you wish to exercise any of these rights, please contact us using the details at the top of this Privacy Notice.

We will respond to requests without undue delay and normally within one month.

Where We Get Personal Information From

We may receive personal information:

- Directly from you when you contact us by telephone, email or through our website

- Through our online booking system when you make a booking
- Through third-party booking platforms when you make a reservation through those services

Sharing Your Information

We do not sell, rent or share your personal information for marketing purposes.

We may share information where necessary to:

- Process payments through Stripe
- Manage bookings made through third-party booking platforms
- Meet legal or accounting requirements
- Protect our legal rights where necessary

How Long We Keep Information

We retain personal information only for as long as necessary for the purposes for which it was collected, including meeting legal, accounting and record-keeping requirements.

Once information is no longer required, it will be securely deleted.

How to Complain

If you have any concerns about how we use your personal information, please contact us using the details at the top of this Privacy Notice and we will try to resolve the matter.

If you remain unhappy with how we have handled your personal information, you have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk

Revised: 26th July 2026