

# Birch House Cottage

## Privacy Policy

We are committed to ensuring that your privacy is protected.

This Policy defines how we use and protect Data collected by us in relation to your use of the Web Site and any Services or Systems provided therein.

Data is collected and stored in compliance with the EU General Data Protection Regulation(GDPR) and, unless we are obliged by law to do so, your Data will **not** be disclosed to third parties.

### What we collect

We collect only such Data as is necessary to provide you with the best possible service.

If you agree to it via the pop-up Cookies Acknowledgement button, we use Cookies to collect statistics about how you use our site eg which webpages you visited and for how long. None of the Cookies set by the Web Site jeopardise your privacy in any way and no personal data is collected.

If you contact us, we will collect Data necessary to respond to your enquiry, including your name, postal address, email address, contact telephone number and number of guests.

If you make a booking with us, we will collect Data necessary to record and confirm the details of your booking including your name, postal address, email address, contact telephone number, number of guests, dates of stay and amount paid.

### Why do we collect the Data?

We collect statistics about your use of our website via Cookies to enable us to refine our service offering eg by removing pages which are rarely visited and adding further detail to pages which are more frequently visited by users.

We request Data from you to enable us to respond to a request from you for information, to enable us to complete a booking as requested by you and, occasionally, send you promotional emails about special offers or other information which we think you may find interesting.

# Your Data Rights

You have the right to request details of the personal Data we hold about you (please use the Contact Us facility to raise your request and we will respond with a full list of any Data we hold about you).

You have the right to withdraw your consent for us to retain your Data at any point. Upon receipt of your instruction, we will delete your Data after 180 days (the 180 day retention period is to enable us to respond to any Court authorised request from government or law enforcement officials for its disclosure).

You have the right to lodge a complaint regarding our collection, retention or use of your Data with the UK Information Commissioners Office (ICO).

## Security

We are committed to ensuring that your Data is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure Data collected online.