

PRIVACY POLICY

Here at The Old Forge we take your privacy seriously and only use your personal information to help us to provide the services you have requested from us. This Privacy Policy sets out how The Old Forge uses and protects any information that you give us when you use this website.

The Old Forge is committed to ensuring that your privacy is protected. Should we ask you to provide any information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this Privacy Policy.

This Privacy Policy is effective from 1st May 2018, and has been implemented in order to comply with the General Data Protection Regulation which comes into effect on 25th May 2018. The Old Forge may update it periodically by updating this page & you should check this page from time to time to ensure that you are happy with any changes.

What we Collect

We may collect the following information from you:

- Your full name
- Your home address including Postcode
- Your telephone number
- Your mobile number
- Your email address

What we do with the information we gather

We need this information for the following reasons:

- To respond to your initial enquiry & provide you with any information you have requested.
- To administer your booking and send you emails with information relating to your stay.
- So that we can contact you in case of emergency.
- To contact you after your stay in order to obtain valuable guest feedback, which enables us to improve our services to customers.
- We may periodically send out promotional email about new services, special offers or news about local events which we think you may find interesting to the email address you have provided.
- Occasionally we may also use your contact details to contact you by email for market research purposes and we may use any information we receive to offer new services on our website.

Security

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

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your need, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site you should be aware that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this Privacy Policy. You should exercise caution and look at the Privacy Policy of the website in question.

Controlling your personal information

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

- Whenever you receive a promotional email from us, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to us at
The Forge
West Lutton
Malton
North Yorkshire
YO17 8TA
Or you can email us forgeholidaycottages@outlook.com
- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.
- If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible at the above address and we will promptly correct any information found to be incorrect.