

## Meadow Cottage Rentals - Privacy Policy

### SUMMARY

This privacy policy sets out how Meadow Cottage Rentals ("we", "our", or "us" ) uses and protects any information that you ("you", "guests") provide to us when making a booking, either through a third party agency or by making a direct booking by any method including using our website.

Collection of your personal information is necessary for the performance of our contractual obligations towards you and providing you with our services, to protect our legitimate interests and for compliance with legal and financial regulatory obligations to which we are subject.

Meadow Cottage Rentals is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website or making a booking either through a third party agency or a direct booking, we can confirm that this information will only be used in accordance with this privacy statement.

Meadow Cottage Rentals may change this policy periodically by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy was last updated on 20th November 2020 with specific regard to the current COVID 19 pandemic.

### We collect the following information:

- A. Full Names of all guests
- B. Contact information of principal guest including postal address & postcode, email address, mobile and /or landline telephone numbers.  
(N.B we do not normally collect the addresses of guests other than principal guest. However, where government legislation is in force relating to 'household' or 'bubble' mixing, then we reserve the right to collect full address details of all guests – (see 2 below)
- C. Ages of any guests under 16years – (see 1 below)
- D. Passport Issuing Authority - if not UK – (see 2 below)
- E. Registration Number of Vehicles to be granted access to Hill Top Farm

### Why do we collect this information and what we do with it.

We require this information to manage all aspects of your booking both prior to, during and after your stay.

1 - Communicating with you, providing you with any updates or changes relating to your booking, check-in and check-out procedures, technical and security / access information and responding to any customer service issues you may have.

(N.B. - It is important that we collect the ages of any guests under the age of 16 years as Bedroom 2 Suite at Meadow Cottage is not suitable for unaccompanied guests under the age of 12 years. Problems have arisen several times in the past where principal guests have not supplied accurate ages to Sykes Cottages for junior guests, either mistakenly or intentionally, where we have had to make last minute cancellations of their bookings which clearly leads to inconvenience and disappointment.)

2 - To ensure we can comply with any applicable law, regulation, legal process or governmental request.

**(N.B. this is particularly relevant during the current COVID 19 pandemic where any infringement of 'International' or 'Regional Lockdown Tiers' or mixing of household 'bubbles' etc could lead to Meadow Cottage Rentals being subject to criminal prosecution and or loss of Local Authority planning permissions.)**

3 – Allow us to monitor and manage the implementation of our terms and conditions relating to your booking contract including potential violations thereof. (e.g. enforcement of civil claims for reimbursement of damage to the Cottage and it's fittings, industrial cleaning fees after violation of no smoking policy, to prevent intentional over-occupancy etc)

4 – Allow us to monitor, investigate, detect, prevent or take action relating to any illegal activities, suspected fraud or security and site access issues. (Guests staying at Meadow Cottage have passcode access through electric security gates which also control access to Hill Top Farm. Meadow Cottage is situated immediately next to our private house at Hill Top Farm.)

5 – To prevent harm to the rights, property or safety of us, our users and support staff, yourself or any third party.

6 – For the purpose of assisting with law or civil enforcement or agencies and /or in cases where we find it necessary for the purpose of enforcing our legal rights.

### **Security of Your Information**

We take great care in implementing and maintaining the security of our website and your personal information. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect from you.

Although we take reasonable steps to safeguard information, we cannot be responsible for the acts of those who gain unauthorised access to or abuse our Site, and we make no warranty, express, implied or otherwise, that we will prevent such access.

### **Marketing**

We will not use any of your personal Information such as your name, home or email address, telephone number, etc., for direct marketing or advertising purposes. We will not provide your personal information to any 3rd party for such purposes.

Meadow Cottage Rentals do maintain a 'VIP' mailing list which is sent periodically by email only to past guests. This mailing list contains information about news, updates, offers and cancellations. We normally include guests on this list after their stay at Meadow Cottage, but this can be removed or 'unsubscribed' at any time. If you unsubscribe, we will remove your email address or telephone number from our marketing distribution lists.

### **Your Rights - You may request to:**

Receive confirmation as to whether or not personal information concerning you is being processed

Receive a copy of personal information you provide to us in a structured, commonly used and machine-readable format.

Request rectification of any inaccuracies of your personal information that is in our control.

However, please note that these rights are not absolute and may be subject to our own legitimate interests and regulatory requirements.

We may rectify, replenish or remove incomplete or inaccurate information, at any time and at our own discretion.

### **Retention**

We will retain your personal information for as long as necessary to provide our services, and as necessary to comply with our legal obligations, resolve disputes and enforce our policies. Retention periods will be determined taking into account the type of information that is collected and the purpose for which it is collected, bearing in mind the requirements applicable to the situation and the need to destroy outdated, unused information at the earliest reasonable opportunity. Under applicable regulations, we will keep records containing client personal data, account opening documents, communications and anything else as required by applicable laws and regulations.

## **How we use cookies on our website.**

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 to analyse web traffic or to let 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 needs, 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 page 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 personal information about you.

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.

## **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 note 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 statement. You should exercise caution and look at the privacy statement applicable to the website in question.