



## **Spring Cottages PRIVACY STATEMENT**

*LAST UPDATED: 23rd Jan 2024*

At Spring Cottages, we have a responsibility to protect and respect your privacy and your personal data.

This Privacy Notice explains what personal data we collect, how we use it, reasons we may need to disclose your personal data to others and how we store your personal data securely. We will never sell your data to anyone.

For clarity, Spring Cottages may be both data controller and data processor for your personal data under certain circumstances.

Please note that this policy is subject to change, do check our website on a regular basis for any further changes.

### **About us**

Spring Cottages is an independently owned holiday home. We have a registered office at Spring Cottage Venns Gate Ceddar BS27 3LW. The registered Data Protection Officer for Spring Cottages is Gina Falcon.

This site has security measures in place to protect against the loss, misuse, and alteration of the information under our control. All financial transactions take place inside a security system known as SSL.

### **How are you protected by the law?**

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The basis for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable billing and remittance, and to contact you for customer service purposes.

### **How do we collect personal data from you?**

We receive the personal data from you when you use our website, when you complete the form to book to stay at our cottages, when you contact us by phone, email in respect of any of our services.

## **What data do we collect and how we use it?**

The data that we may collect from you includes your name, address, email address, phone numbers and IP addresses. We may also keep details of your visits to our site including, but not limited to search and browsing data. We also retain records of your queries and correspondence, in the event you contact us.

## **The ways we use the information:**

To process orders that you have submitted to us;

To provide you with services, to comply with our contractual obligations we have with you, and to provide customer care;

To help us identify you and any accounts you hold with us;

To administer accounts, process payments and keep track of billing and payments (payments are processed by Stripe, please visit Stripe for their privacy statement);

To notify you about changes to our website, services and price changes and provide you with information about our services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;

To carry out our own marketing and statistical analysis to enable us to review, develop and improve the website and services.

## **How long do we keep your data?**

We will keep your personal data for the duration of the period you are a customer of Spring Cottages. We shall retain your data only for as long as necessary in accordance with applicable laws.

On the closure of your account, we may keep your data for up to 7 years after you have cancelled your services with us. We may not be able to delete your data before this time due to our legal and/or accountancy obligations. We may also keep it for research or statistical purposes. We assure you that your personal data shall only be used for these purposes stated herein.

## **Who has access to your personal data?**

Here is a list of all the ways that we may use your personal data and how we share the information with third parties.

## **Third Parties**

For the avoidance of doubt, we do not and never shall sell or share your personal data to third parties for marketing or advertising purposes.

We work closely with a few third parties (including business parties, service providers and fraud protection services), and we may receive information from them about you. These

third parties may collect information about you including, but not limited to, your IP address. We use their features within our website, however, in some instances, they may be acting as data controller and they will have their own privacy policies, which we advise you to read.

We pass your personal data to Stripe for the provision of their services on our behalf. However, we will only ever share information about you that is necessary to provide the service, but we advise you to read Stripe's own privacy statement <https://stripe.com/en-gb/privacy>.

We may share your information if we are acquired by a third party and therefore your data will be deemed an asset of the business. In these circumstances, we may disclose your personal data to the prospective buyer of our business, subject to both parties, entering appropriate confidentiality undertakings. Similarly, we may share your personal data if we are under a duty to disclose data, to comply with any legal obligation or to protect the rights, property, or safety of Spring Cottages, our customers, or others. This includes but is not limited to exchanging information with other companies and organisations for the purposes of fraud protection, credit risk reduction and dispute policies. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

## **Your rights**

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service.

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly.

Our Privacy Notice shall be made clear to you at the point of collection of your personal data. You can view, edit or delete your personal data through the Spring Cottages 'My-Account' section of our website. You can also make choices about Spring Cottages collection of your data and how we use it. You have the right to ask us not to process your personal data for marketing purposes. If you choose not to receive marketing communications from us about our products and services, you will have the choice not to choose these by ticking the relevant boxes situated on the pages at sign up. You can change your option at any time by sending your request on an email to [falcon@springcottages.co.uk](mailto:falcon@springcottages.co.uk).

## **Accessing and updating your data**

You must maintain the accuracy of your information and ensure all your details, including name, address, title, phone number and e-mail address are kept up to date at all times. You must do this by updating your personal details within your Spring Cottages 'My Account' section of our website.

You have the right to access the information we hold about you. Please email your requests to [falcon@springcottages.co.uk](mailto:falcon@springcottages.co.uk) so that we can obtain this information for you.

## **Use of cookies**

Our site uses cookies to keep track of your orders. Cookies also enable us to keep track of which images you've selected to put in your Lightbox during each session. Cookies are small text files placed on your hard drive by web page servers; they are commonly used by web sites to provide identification. The cookie your computer accepts from us is uniquely yours and can only be read by the server that gave it to you. When you access your Sprintcottages account, you will need to use a browser that supports cookies. Cookies pose no hazard to your computer. We do not use cookies to examine your online activities outside our website at any time.

## **Links to other sites**

Spring Cottages may provide links to third party sites. Since we do not control those websites, we encourage you to review the privacy policies of these third-party sites. Any information that is supplied on these sites will not be within our control and we cannot be responsible for the privacy policies and practices of these.

## **Where we store your personal data**

We follow accepted ISO standards to store and protect the personal data we collect, including the use of encryption if appropriate.

All information you provide to us is stored on a secured hosting server based in the EEA. From time to time, your information may be transferred to and stored in a country outside the EEA in relation to provision of the services. The laws in these countries may not provide you with the same protection as in the EEA; however, any third party referred to above outside of the EEA has agreed to abide by European levels of data protection in respect of the transfer, processing, and storage of any personal data. By providing your data to us, you agree to this transfer and storage. However, we will ensure that reasonable steps are taken to protect your data in accordance with this privacy notice.

As the transmission of information via the internet is not completely secure, we cannot guarantee the security of your data transmitted to our site and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

The only online payment available on our website is Stripe, Any sensitive data (payment details for example) are encrypted and protected by Stripe. There privacy Statement can be accessed through this link (<https://stripe.com/en-gb/privacy>).

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping the password confidential. We ask you not to share a password with anyone.

### **Liability**

We agree to take reasonable measures to protect your data in accordance with applicable laws and in accordance with our Licensing agreement.

### **Data Breaches**

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

### **Your right to make a complaint**

You have the right to make a complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

### **Contact Us**

If you have any questions about our “Privacy & Personal Details Policy” or wish to comment on any aspect of this website, please contact: Gina Falcon at [falcon@springcottages.co.uk](mailto:falcon@springcottages.co.uk)