

## **Privacy Policy (Data Protection)**

### **Introduction:**

The purpose of this notice is to make you aware of how we will handle your information. To manage your holiday booking, we will process personal data about you (which may be held on paper, electronically, or otherwise) and we recognise the need to treat it in an appropriate and lawful manner.

### **Data Protection Officer**

Nick Cumming (Owner) takes the issue of security and data protection very seriously and adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which was applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

As Data Protection Officer, if you have any questions relating to this notice and our privacy practices, please contact Nick at [info@gullsway.co.uk](mailto:info@gullsway.co.uk)

### **How we collect information from you and what information we collect**

- We collect information about you from your booking form or email / telephone enquiry (either directly or via our Letting Agent).
- This includes name of person placing the booking, e-mail address, telephone numbers, home address, number of people in your party, any special requests you have made, monies received or outstanding.
- Please note your bank details are not held by us and are handled securely via Stripe (an on-line payment system)

### **Why we need this information?**

We need your information:

- to enable us to supply you with the services and information which you have requested;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you to send you details of any changes to your booking or the property which may affect you; and
- for all other purposes consistent with the proper performance of our operations and business.

### **Sharing of Your Information**

- The information you provide to us will be treated as confidential and will be processed only by any third party, acting on our behalf, within the UK, e.g. cleaning team, maintenance team and our agency.
- Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

### **Transfers outside the UK and Europe / Security**

- Your information will be stored within the UK but when held in the cloud may be backed up abroad.
- Where information is transferred outside the UK or EEA, we ensure that there are adequate safeguards in place to protect your information in accordance with this notice (e.g. virus software).
- When you give us information, we take steps to make sure that your personal data is kept secure and safe i.e. on a secure, password protected computer / mobile device.

### **How long we will keep your information**

- We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law.
- Once no longer needed, we shred documents or permanently delete files from our hard drive and the cloud.
- Booking details are typically held for tax purposes for a period of 6 years.

### **Your Rights**

You have the right at any time to:

- ask for a copy of the information about you held by us in my records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of yours we hold; and
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights above, please contact: [info@gullsway.co.uk](mailto:info@gullsway.co.uk)

### **Complaints about Data**

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to my/our use of your information. The Information Commissioner's contact details are noted below:

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Email: [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk)