

## **Privacy Statement**

### **1. Your Personal Data**

When booking to stay with us, we collect and store information that you give. You are asked for your name, address, telephone number and email along with payment information. This information is stored in our booking System in order to process your booking. You may be contacted by us in relation to your booking.

Your data is also stored after you have stayed but will be kept no longer than necessary in order to comply with legal obligations and for us to welcome your repeat business.

### **2. Data processed directly by third parties**

If you provide payment information, this will be stored by secure PCI Level 1 compliant system, for no longer than required in relation to your booking

### **3. Joint Controllers**

We use booking software at this accommodation to facilitate online booking, along with the provider (Freetobook.com) and together operate as joint data controllers for the processing of your personal data.

### **4. Security Procedures**

In accordance with General Data Protection Regulation (GDPR), we and Freetobook observes reasonable procedures to prevent unauthorised access and misuse of personal information. We use appropriate business systems and procedures to protect and safeguard any personal information given to us. We also use security procedures and technical and physical restrictions for accessing and using the personal information on our servers. Only authorised personnel are permitted to access personal information in the course of their work.

### **5. Control of your Personal Data**

You have the right to access data that is stored on behalf of us taking bookings via freetobook system. You need to email or write to us with to request an overview of your personal data.

You can also contact us if you believe that the personal information we have for you is incorrect, if you believe that we are no longer entitled to use your personal data or if you have any other questions about how your personal information is used or about the Privacy Statement. You need to email or write to us

### **6. Reviews**

You may also be asked to send feedback after your stay in order for the property to further improve their service. Your email address will be used for this purpose. If you complete a review it may be posted on the property website, facebook page, twitter or google plus. However, no identifying details will ever be attached to a review posting.

**To Process your information as described above, we rely on the following legal bases:**

**Performance of a contract.** The storage of your information may be necessary to perform the contract that you have with the accommodation provider you are booking with.

**Legitimate Interests.** We may use your information for our legitimate interests, such as for administrative, fraud detection and legal purposes.