

## **Privacy Policy – Corner Cottage Filey**

The Privacy policy below describes how Corner Cottage Filey collects and uses information about its customers and website visitors (“you” or the “users”).

This statement explains how we hold, share and process the information you provide us when using our website, making an enquiry or booking a stay.

Any questions relating to this statement, or a request for your personal information should be addressed to the data protection officer and sent to [corner@fileybaydirect.com](mailto:corner@fileybaydirect.com), or via post to 16 Whiteley Wood Road, Sheffield, S11 7FE, or by telephone to 07962150258.

### **What information does Corner Cottage Filey collect from its Users?**

If you use our website, we collect non-personally identifiable information that may include referral URL's, Users' IP addresses, Users' use of website, information about the browsers used by the User, etc. Some of this information is collected through Cookies, which are small pieces of data that are sent to your browser from a web server and are stored on your computer's hard drive and help Corner Cottage Filey identify you as the User. You have the choice to modify your browser and thus to reject the cookies.

If you make an online enquiry or booking request, send Corner Cottage Filey an email or call us on 07962150258, we will also collect different types of personally identifiable information in order to be able to provide our service to You. Such information may include but is not limited to name, address, telephone numbers, email addresses, payment information and other information about you and other guests.

### **Why we need your data?**

We need to know your personal data to provide you with a quote for a holiday or to process and manage your booking and stay, and notify you of any changes to our service prior to your stay. We do not collect any personal data from you that we do not need in order to provide you with this service.

### **Who do we share your information with?**

The non-personal data from website visit is not shared. It is used only by Paula Foster.

If you enquire online, via email, facebook or via the telephone, but do not book, we will destroy your data after 3 months have elapsed, unless you have specifically asked to join our email list for offers and news.

If you book with us, we will share your basic information (name, dates of stay, and any personal requirements) with our designated cleaning company, Simplicity and with the owner Sally Higson.

Your information is also stored on the Bookalet system. Bookalet are a data processor, and their technical and support team have access to this data. Corner Cottage Filey (specifically Paula Foster, Bookings Manager) are the data controller.

### **How long do we hold your information?**

All personal data that you provide to Corner Cottage Filey via email, phone or via the online booking system Bookalet will be kept for the period of your booking and holiday (or as mentioned above, for enquiries which do not result in bookings, it will be held and then destroyed after 3 months).

We are required under UK law to keep basic information on the lead booker, such as your name, address and contact details for a maximum of 6 years, after which time it will be destroyed. We hold your information securely and do not share this information with any third parties other than those organisations set out in the statement.

We do not hold information for marketing purposes, unless you request this service from us.

### **How do I find out more about information rights?**

Please contact Paula Foster at the contact email, address or phone number provided in this statement. If you wish to raise a complaint on how we have handled your data you can contact us to have the matter investigated. If you are not satisfied with our response or believe we are processing your data not in accordance with the law, then if you wish, you can make a complaint through The Information Commissioner's website, which also contains further useful information and advice, [www.ico.org.uk](http://www.ico.org.uk)