

Privacy Statement: Godolphin Cottage, East Portlemouth, Devon TQ8 8PE

Sanderson Maughan Ltd owns Godolphin Cottage and therefore is The Data Controller responsible for looking after your data. When we say “we”, “our”, “us”, etc., that’s who we’re talking about. We are committed to using your personal information responsibly, protecting your information and informing you how we will use it. In this policy, you’ll find the data protection principles we follow.

This policy states how we deal with customers who have booked or are enquiring about booking a holiday at Godolphin Cottage.

Please note that our customers must be over the age of 25 and we do not therefore collect personal information from children.

We will update our Privacy and Cookies Policy as data protection law or business practice changes. You can always find the latest version of this policy on our website www.godolphincottage.com. This version of the policy is effective from 25th May 2018.

Your rights

We use your data either because

- we have a contract with you when you book a holiday at Godolphin.
- you have enquired about availability at our cottage and you have consented for us to stay in touch re availability and offers at Godolphin Cottage.

You have the right to withdraw your consent.

Any marketing communications will include the option to unsubscribe to make it easy to withdraw consent. If you withdraw your consent (e.g. by opting out of marketing communications), we will stop processing your data as requested.

If you have a holiday booked and you have not yet travelled, we’ll still need to hold onto your data so we can process the holiday. That’s because the contract between us is the basis for using your data (rather than consent). For more information, see the “Legal basis of processing” section below.

If you are concerned about the processing of your data, please contact us.

If you are unhappy with our use of your data, you also have the right to make a complaint to the Information Commissioner’s Office , which supervises data protection in the UK.

You have the right to receive a copy of your personal data and the right to request that we correct or remove your data, when there remains no legal basis for keeping it.

You will need to contact us by email or post, to exercise these rights and we will conduct identification checks to safeguard your privacy.

Personal information we collect:

In order to provide you with the best possible holiday service, we collect the following:

Personal information:

- Identification:
- Name, title, age/age range.

Contact details:

- Postal addresses (main and billing), phone numbers, email addresses

Bookings:

- holiday start/end dates, cost of holiday, amounts paid, limited details of other people booked on the same holiday (names, age range)

Marketing preferences:

- Whether you wish to receive marketing information from us, and if so, by which methods (postal or email)

Payment:

- Payments are made via our third party payment service provider, Stripe. Please note that we do not capture or store your card details.

Holiday experience:

- Any feedback you leave via Inn Style (see below) or on TripAdvisor

We use the information you have given us to:

- Manage your holiday booking/letting
- Process your payments
- With your permission, send you relevant marketing information such as late availability and offers

We receive personal information from:

- You, when you give it to us (e.g. when booking a holiday, leaving a review or enquiring about renting Godolphin Cottage)
- Third party holiday providers you may book with, who advertise Godolphin Cottage
- Your interaction with our marketing activities (provided you have not unsubscribed)
- Third party review services

Legal basis of processing:

There are several grounds on which we will store and use your data. As follows:

Consent:

We rely on your consent to use your data to contact you for marketing activities. You may withdraw your consent at any time (see "Your rights", above).

Contract:

If you have a holiday booked, we have contract between us, requiring us to use your data.

Legal obligations:

We are under binding legal obligations, such as accounting to the government for tax and making financial records available for audit. In such cases, we are typically obliged to retain data for up to seven years from the date of the transaction.

Legitimate interests:

We use data to manage our operations and to make business process improvements.

Where we store your data:

We store your data using the third party booking system provided by Inn Style – owned by Staylists Limited, a company registered in England and Wales. (Company registration number: 08425366). Their registered address is BDO LLP, 16 The Havens, Ransomes Europark, Ipswich, Suffolk, IP3 9SJ. This third party does not have access to your data.

We do not transfer your data outside the UK or the European Union.

Payment service provider

In order to ensure your transactions are as secure as possible, we hand over payment card processing to Stripe (you can see their Privacy Policy [here](#)). In the extremely unlikely event that your card details are obtained and used fraudulently, most banks and credit card providers will either cover all charges resulting from this unauthorised use of your credit details or will limit your liability to £50. Please check your card agreement to establish your coverage for liability.