



Privacy Statement Low Costa Mill Holiday Cottages

This Privacy Statement explains how we at Low Costa Mill Holiday Cottages use any personal information we collect about you.

How we collect information about you

On our websites when you make a booking and when you use our contact forms with an enquiry

In our reception from your email and written correspondence

If you contact us (by phone, email, written or otherwise), we may keep a record of our correspondence with you for record purposes, to improve the quality of our offering and to prevent and detect fraud

Whilst on the premises in the form of closed circuit television (CCTV)

We are also working closely with third parties (including for example, Online Travel Agents) and may receive information about you from them.

If you use the on site WiFi certain information is transmitted by your device, including but not limited to MAC address, network name and device type. This information is logged by the system to enable your connection.

What information we collect about you

If you make a booking with us or make an enquiry about a potential booking we will collect details that you provide in relation to that booking or query. Information held is likely to include your name, contact details, payment details, information about people or pets travelling with you, information about your booking and any additional information we may need to help meet your specific requirements. We also collect (but do not store) a debit or credit card number to take the deposit equal to 30% of the cost of your booking

How we use the information we hold on you

We will use your contact details (email or home address) to administer your booking, send you confirmation of the booking and an email with more details on how to find us and other information you may find useful for your stay.

We use your home address as part of the card payment processing to validate the card. After your stay you will receive an automatic email from our booking system asking you to fill in a feedback form.

We will not use your telephone number to contact you unless it for an emergency and/or we have been unable to contact you by email.

How is your data stored?

All of the personal data you supply us, as part of the booking process, is stored securely on third party systems, Guestlink or Booking.com, and on paper booking forms.

Credit/debit card information may be requested over the phone when a booking is being made. We will never ask you to send us this information electronically.

Debit/credit card details are used for the deposit payment, we do not keep a record of card numbers. Debit/credit card details are stored securely on booking.com and are available for 10 days from booking date only.

We will not share your information with any third party unless there is a legal reason for doing so.

Opt out

Please note that it is not possible to 'opt-out' of receiving communication from us which relates to your bookings or reservations.

Non-disclosure to third parties

We do not share your data with any other company for marketing purposes.

We may share your data with agencies such as law enforcement or governmental organisations where we are required to make such disclosures by any applicable law.

We may share your data with banks and payment providers, to authorise and complete payments.

We work with selected Online Travel Agents (OTAs). When you book through these third parties, they will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. They will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third-party product providers will share required information about you with us (including contact details, accommodation purchased, dates of stay, special requests and payment details) which we will use in accordance with this Privacy Policy. If you provide information on and use third-party sites, the privacy policy and terms of service on those sites are applicable. You should exercise caution and look at the privacy statement applicable to the website in question.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.



Recruitment

Should you apply for a position within our company, your details will be held on file until such a time as the position is filled. If you are unsuccessful in your application, your details will be disposed of securely and in a timely manner unless you request otherwise.

CCTV Surveillance Cameras

We have 5 CCTV cameras around the outside of the cottages and car park area. One looks down the drive at the main entrance, one looks over the car park between Carters Cottage and Heron View, one looks over the main car park turning area, one looks towards the front door of the office and main house and the 5th looks out over the garden and paddock.

We use these cameras at Low Costa Mill for the security of our property, ourselves, our animals and our guests.

The data is recorded securely online and is only kept for 21 days.

The only people to have access to this data are Low Costa Mill owners, Dave and Tracy Goodfellow. The data can only be accessed via the internal network and is secured by a strong password.

Access to your information

You have the right to request a copy of the information we hold about you. If you would like to request, review, amend or update your information please contact us

Data Controller
Low Costa Mill
Costa Lane
Pickering
YO18 8LP

OR email us at info@lowcostamill.co.uk