

About this Privacy Notice

This privacy notice provides information on how the owners of Lambton Cottage (the 'property'), process and protect your personal information when you make a booking or booking enquiry through us, visit our website, contact us or use our services, including our wifi. In this policy 'we' refers to the owners, Caroline Stewart and Ray Stewart. This notice is effective from 17th February 2024.

The controller is Caroline Stewart who can be contacted about data protection issues by email to info@lambtoncottage.co.uk

We keep our privacy notice under review and we will place any updates on our webpage. We will contact you directly to inform you of any significant changes.

What data we collect and why

We will only process personal information about you where there is a legitimate interest to provide our service to you. This might include:

Personal details such as your name, contact details (phone number, email address and home address).

Payment details such as payments made to and from you and partial payment card details or the IBAN number

Booking details such as booking references and travel dates

Contact history such as emails, letters, whatsapp and social media messages to and from you in order to manage your booking..

We may, on occasion, collect special categories of personal information that could be required to provide our service to you, for example, where you provide us with health information, including any difficulties with mobility, for us to ensure that your requirements can be met. This may also be necessary for insurance or legal purposes for example, if you have an accident at our property and medical data is required as part of the claim.

The provision of some personal information is a contractual requirement and if you choose not to provide it, we may not be able to enter into or perform the contract with you and may therefore cancel your booking. We will inform you if this is the case and we will not be liable to you.

We usually collect personal information directly from you, but we may also receive your data from third parties. For example:

If you book via one of our booking partners

Other guests in your party

If you provide information about other people when making a booking, this privacy notice will apply to all personal information you have provided about them and you should bring this privacy notice to their attention.

Website

When you visit our website, we send you a cookie. This is a text-only string of information that a website transfers to the cookie file of the browser on your computer's hard disk so that the website can remember who you are. Cookies may be used in the following ways:

To enable the personalisation features on our website (which give you the ability to recall recently viewed pages and see information which you have input online).

To compile anonymous, aggregated statistics that allow us to understand how users use our website and to help us improve the structure of our website. We cannot identify you personally in this way.

Disabling / Enabling Cookies

You can accept or decline cookies by modifying the setting in your browser. Please note that if you disable cookies you may not be able to use all the features of our website.

Sharing your data with third parties

To effectively provide our services and run our business, we may share your personal information with:

service providers, acting as processors, who provide IT, system administration, website hosting and support, marketing, customer support

professional advisors, including bankers, lawyers, auditors, accountants and insurers who provide us with services

payment service providers

third party booking or distribution platforms, travel agents and booking partners

third parties that we may choose to sell or transfer our assets or business to

Third parties are required to process your personal information in line with data protection legislation.

We will not sell your personal information.

Data Retention

We will only keep your information for as long as necessary based on the need to provide our service to you, normally a maximum of two years. We may also require retention information for our legal or regulatory requirements but this will not exceed two years. Where your information is no longer required, it is disposed of or deleted in a secure manner or anonymised so that it can no longer be associated with you. Subject to individual 'opting-in', email will be used for marketing purposes indefinitely unless individual 'opts out' which will be made available at every opportunity.

Your Rights

You have the right to:

Request access to a copy of the personal information we hold about you (commonly known as a "subject access request").

Request that we correct any inaccurate or incomplete personal information that we hold about you

Request that we delete your personal information where there is no good reason for us continuing to process it (commonly known as the "right to be forgotten").

Object to us using your data for direct marketing or, in some circumstances, using it for legitimate interests but this may make affect the provision of our service.

Withdraw your consent where we rely on your consent to process your information.

If you wish to exercise any of these rights, please contact us.

You also have the right to raise concerns about our use of your personal information with the relevant supervisory authority, such as the Information Commissioner in the UK <https://ico.org.uk>
We encourage you to contact us at the address below in the first instance so that we may discuss your concerns.

Mrs C A Stewart
Lambton Cottage
10 Esk Valley
Grosmont
Whitby
YO22 5BG
info@lambtoncottage.co.uk