

Rosemoor Country Cottages and Nature Reserve — Privacy Notice

This privacy notice tells you what personal data we collect from you when booking a holiday with us.

Booking information

Whether you book online or directly via ourselves by telephone or email, your data will be consolidated in our booking software system SuperControl. We access this data on their servers.

Your data comprises everything that is necessary for your booking: name, address and other contact details, the names of the members of your party (including age brackets for children under 18) and the date/cottage/payment details of your booking. For card payments we use Secure Trading as our payment processor and we will never see or retain your full card details.

We will keep a copy of your booking summary, and any written correspondence between us regarding your booking, on site in our files for as long as legally needed, and only insofar as they are part of potential contractual legal recourse, currently usually six years, or as part of our financial obligations to Her Majesty's Revenue and Customs (HMRC), currently seven years. After that period the booking summaries are destroyed in a responsible manner.

We will never ever sell or hand your data on to third parties unrelated to your booking with us.

Your rights

Under the Data Protection Act 2018, as an individual you have rights that you can exercise in relation to the information we hold about you. You can read more about these rights here - <https://ico.org.uk/for-the-public/personal-information/>

Access to personal information

We will try to be as open as we can in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a written 'data subject access request' under the Data Protection Act 2018. If we do hold information about you, we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

Your written request can be sent to the address below. If you agree, we will try to deal with your request informally, for example by providing you with the specific information over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us on the address below.

How to contact us

If you want to request information related to our privacy policy, you can email us at rosemoor@walwynscastle.com or write to:

John Meulendijk a/o Jacqui Janssen
Rosemoor
Walwyn's Castle
Haverfordwest
Pembrokeshire SA62 3ED