

# Privacy Policy – La Falda



**Overview:** This privacy policy tells you how La Falda (we/us) collect and process personal data about you.

We are committed to protecting the privacy and security of your personal data and only use this information to provide the services that you have requested from us.

Our privacy procedures have been implemented to comply with the new GDPR which is effective from May 25, 2018

**Data Controller:** La Falda has appointed a data controller who is responsible for monitoring our data protection compliance.

If you make a booking through any On-line Travel Agent (OTA) such as Cottages, Welcome Cottages, Hoaseasons, Booking. Com etc, you should also refer to their privacy policy.

**How we collect data:** We have access to your data once you book through an OTA.

We may collect data when you contact us to make an enquiry by phone, email, text or otherwise.

We collect data when you make a direct booking and register with us by phone, email, text or otherwise.

We collect data on the premises via our external CCTV camera.

Data is collected on our website by the use of cookies

**What information do we collect:** When you make an enquiry, reservation or register with us the data collected by us may include your name, address, contact details, numbers in your party, names of persons in your party over the age of sixteen, holiday dates, date the booking was made, how the payment will be made/was made.

When you make a booking through an OTA, they pass us your name, address, contact details, numbers in your party, date the booking was made and holiday dates

Data is processed from our external CCTV camera when necessary as permitted by law.

**How we use your data:** We use your data to allow us to provide you the holiday maker with a means of renting and paying for holiday accommodation and to communicate with you about the aforesaid.

We use your data to improve our business offer to you.

We use your data to fulfil our legal obligations.

**How long do we retain your data:** We retain data that is required in order to fulfil our legal obligations. We are required to retain records for tax purposes for seven years.

We retain booking information about you the holiday maker for no longer than 5 years, unless it is to comply with the above point.

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Any recorded CCTV images are deleted automatically after 30 days.

**Security of personal data and information:** We take appropriate and proportionate measures to secure your personal information and data to protect in against unlawful use and/or accidental loss. Access to data held by us is limited to the owners of La Falda.

**Your rights:** You may request us to provide you with any personal data we hold about you. Provision of this information is subject to you providing us with appropriate evidence of your identity.

You have the right to: – have your personal data corrected, have your data removed, restrict or object to the processing of your data, receive a copy of the data we hold about you, complain to a supervisory authority in the UK. This authority is the Information Commissioner’s Office (ICO).

Note that during the booking process you are able to opt in or out to receiving any future marketing and promotional emails, however you will be required to receive any communication relating strictly to your booking.

**A note on cookies:** Websites use cookies and information gathering techniques to provide you with an enhanced user experience and to provide the website owner with a better understanding of how you use a website.

Cookies are small files that are typically created when you visit a website and are stored in the cookie directory of your computer.

You have control over what cookies to accept by changing the settings on your browser to either accept or reject all cookies or notify you when a cookie is set. Further information can be found at <http://www.allaboutcookies.org/>

**A note about social media:** Our website includes social media features, these features may collect your IP address, which page you are visiting on our site and may set a cookie to enable the feature to function properly. Social media features and widgets are hosted by a third party. Your interactions with these features are governed by the privacy policy of the company providing it.

**Our Privacy Policy** came into effect as of 25 May 2018.

We reserve the right to update or change our privacy policy at any time and you should check the privacy policy periodically. Your continued use of the website after we post any modifications to the policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified policy.

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