

Seashells holiday apartment data protection/privacy policy

This Policy defines how we use and protect data collected by us in relation to your use of our website, www.seashellsporthtowan.co.uk, and in relation to any enquiry or booking you make with us.

Data is collected and stored in compliance with the EU General Data Protection Regulation (GDPR).

What we collect

If you agree to it via the pop-up Cookies Acknowledgement button, we use cookies to collect statistics about how you use our site, for example which webpages you visited and for how long. None of the cookies set by the website jeopardise your privacy in any way and no personal data is collected.

If you contact us we will collect your name and contact details which you provide, such as your email address and contact telephone number.

If you make a booking with us we will collect data necessary for our booking records, including name of all guests (and age of under 18s), your address, telephone number(s), email address(es) and any preferences you express with regard to your booking.

We occasionally collect credit card details provided by you in order to make rental payments but these are not held or stored in any way once the payment has been processed (usually a few minutes - see below).

Why do we collect your data?

We collect statistics about your use of our website via cookies to enable us to refine our service offering, for example by removing pages which are rarely visited and adding further detail to pages which are more frequently visited by users.

We collect data from you to enable us to respond to a request from you for information or to enable us to complete a booking as requested by you.

Our legal basis for processing is 'contract' – in that we need your details in order to contact you by telephone, email or post to keep you informed about and fulfil our obligations to you regarding your enquiry or booking.

We have assessed that this is necessary and that there is no other way to reasonably fulfil these obligations.

How do we store your data?

Your data as described above are held in a secure, password protected email account, Excel spreadsheet and reservation management software accessible only as described below.

Who has access to your data?

Your data are only accessible by the owner of Seashells holiday apartment, Jenny Davies, and her husband, Ashley Davies.

We may sometimes share your data with reputable, secure online invoicing software and payment providers such as Wave and Stripe, as required in order to request and process your rental payments.

We do not share your data with anyone else unless required by law, or to protect our own interests or legal rights (for example to submit an insurance claim or legal challenge regarding your booking).

How do we use your data?

We use your data to contact you regarding your enquiry or booking, and in order to request rental payments from you using online invoicing and payment systems such as Wave and Stripe.

We also store your details (NOT credit card information) for our booking records, for the minimum time required by law (see below).

How long to we store your data for?

If you make an enquiry your name and contact details are only used for the purposes of answering the enquiry. If the enquiry does not lead to a booking, these details are deleted seven days after we last heard from you.

If you ask us to keep your details on file in case a cancellation comes up, we will store and use it as described above and delete it as soon as the period requested by you has passed, unless you have made a booking with us in that time.

If you book with us your details are held in our booking records for the minimum time required by law, which is 6 years as required for accounting purposes. After this time they are deleted from our systems.

Credit card details are held by us (telephone payments) or by online payment software only until a payment is processed (usually a few minutes) and are not stored or recorded in any way.

Your Data Rights

You have the right to request details of the personal data we hold about you. Please email us at seashellsporthtowan@outlook.com or use the contact us facility to raise your request and we will respond with a full list of any data we hold about you within one month.

You also have the right to have personal data we hold on you corrected or completed – again please contact us as above and we will correct or complete our records on you within one month.

You also have the right to object to us processing your data or to request that we restrict processing of your data under certain circumstances. Please contact us as above and we will respond to your objection or request within one month.

You have the right to lodge a complaint regarding our collection, retention or use of your data with the UK Information Commissioners Office (ICO).