

# Little

## HIDEAWAYS

### NORTHUMBERLAND

#### Privacy Policy and Cookies

At Little Hideaways it is our duty in respecting and protecting your private information.

This privacy policy applies to all use of this website [www.littlehideaways.co.uk](http://www.littlehideaways.co.uk) and other third party websites where we may advertise our properties including but not inclusive to: Airbnb, HomeAway, Independent Cottages, Northumbria Coast and Country Cottages, Book a Let booking platform (in conjunction with our own website) and our social media.

This includes implying to the use of your personal information you provide when making a booking on the Little Hideaways website or third-party websites as mentioned above.

This policy outlines why, when and how we use and store your data and the conditions that we may disclose your information and what choices you as the customer have.

This privacy policy relates to our whole business operating as Little Hideaways and not solely to this website.

By using our services, you are agreeing to this policy. At times we may update information on this policy and therefore it is important to check back regularly.

Should you wish to discuss anything in our privacy policy, please contact us at [rachel@littlehideaways.co.uk](mailto:rachel@littlehideaways.co.uk).

Last updated: 29<sup>th</sup> January 2020

#### 1. Who we are:

Little Hideaways, a holiday cottage letting service, where we book and sell stay in a select number of holiday cottages. We may add to our holiday cottage portfolio and any cottages that are included in our lettings service are covered under this privacy policy provide the bookings were made with us. We can not be held responsible for how third-party websites such as those named above handle your personal information.

Throughout the site, the terms 'we', 'us', and 'our' refer to Little Hideaways, registered at Grange Farm Cottage, Minskip, Boroughbridge, YO51 9HZ. Further contract details are available on our website under 'contact us'.

We are a 'data controller' for the purpose of the General Data Protection Regulation (GDPR) where we control the process for which we process your personal information. We will take all reasonable and appropriate steps to ensure compliance with the GDPR and all other applicable legislation relating to data protection. [we are not VAT registered.]

#### 2. How do we collect information from you?

We obtain person information for our sole use at Little Hideaways and this is not passed onto third parties.

The information we collect includes but may not be inclusive to, name, address, email address, contact number, where you may be travelling from, if you own any pets that may accompany you on your trip and if you will be bringing a car on your trip.

#### 3. What information we collect and how we use it?

We collect your information in order for us to fulfil our service and business obligations of providing your holiday rental. This involves using your information to contact you to confirm and arrange your booking details, send further check in information, send invoices and send further business information that may at times include marketing material.

Tel: 07974 076 094  
01423 329 137

[www.littlehideaways.co.uk](http://www.littlehideaways.co.uk)

Email: [rachel@littlehideaways.co.uk](mailto:rachel@littlehideaways.co.uk)



# Little

## HIDEAWAYS

### NORTHUMBERLAND

#### 4. Further information on the data that we collect.

##### 4.1 Sensitive Data

We do not gather sensitive personal data such as health, genetic, biometric data, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union memberships, sexual orientation, and criminal convictions. We request that you do not send us such sensitive data.

##### 4.2 Children's Data.

We do not collect information and data on children under the age of 16 and our services are not sold to children. The only information we may require is the age of your children so we can appropriately supply for their needs, for example a high chair or cot. If you suspect a child has given us their personal information, please contact us immediately.

##### 4.3 Third parties

We will never sell your details to third parties, we may at times pass your information on to third party service providers in order to complete the service we are providing for you. We would only pass on the information that was required to meet your needs.

##### 4.4 The details we collect

The following information outlines the personal data that we collect in order to fulfil your order.

#### 5. Details

##### 5.1 Booking/order information

Customer Name. Customer Address. Contact Information. Card details

This is collected legally in order for us to enter into a contract to offer and deliver our services to you. We hold your information until you request that we delete it.

##### 5.2 Website

Customer Name. Customer Address. Contact Information. Card details. Email address.

This is collected legally in order for us to enter into a contract to offer and deliver our services to you and offer any future services to you. We hold your information until you request that we delete it.

##### 5.3 Email

Customer Name. Customer Address. Contact Information. Card details. Email address.

This is collected legally in order for us to enter into a contract to offer and deliver our services to you and offer any future services to you. We hold your information until you request that we delete it.

##### 5.4 Invoicing

Customer Name. Customer Address. Contact Information. Card details. Email address.

This is collected legally in order for us to enter into a contract to offer and deliver our services to you and offer any future services to you. We hold your information until you request that we delete it.

##### 5.5 Analytics

Website visitor behaviours which is anonymised in order to analyse popular content, and better analyse where our customers come from and what they prefer. It helps analyse our website performance so we can continue to improve our services.

Tel: 07974 076 094  
01423 329 137

[www.littlehideaways.co.uk](http://www.littlehideaways.co.uk)

Email: [rachel@littlehideaways.co.uk](mailto:rachel@littlehideaways.co.uk)



# Little

## HIDEAWAYS

### NORTHUMBERLAND

We primarily use Google Analytics to do this.

#### 5.6 Email Marketing

We collect your contact details (for those that opt in to our marketing information). We do this in order to update customers on news about offers that might be of interest to them. We do this by using mail chimp as a third party newsletter provider. Customers can unsubscribe from our mailing list at any time.

#### 6. Cookies

Like many websites, our website uses cookies. Cookies are small pieces of information that are stored on your computer or electronic device when you visit a website.

Cookies are used for:

**6.1 Google Analytics** – to accurately estimate the number of visitors to our website and the content that is most popular, including page views. We analyse this information to ensure we are providing the services to meet your needs.

**6.2 Book a let** – this is our booking system that captures your data and works with our third parties listed at the top of the privacy policy in order for us to provide you with a service, it allows us to send you confirmations, invoices and check in information. It can be used to analyse our bookings, consider and analyse the proportion of new bookings to repeat bookings.

**6.3 Third Parties** – These are cookies set on your machine by external websites. Links to sites such as Facebook and Instagram. You should check the privacy policies of these sites to see how they store your information and be aware of how to opt in or opt out of their information before you access them. We are not responsible for third party policies or uses of personal data. By using the services of Little Hideaways, you consent to cookies being used in accordance with this policy.

If you do not consent, you must turn off cookies or refrain from using the site. Most browsers allow you to turn off cookies. To do this look at the 'help' menu on your browser.

#### 7. Social Media

Any information we share on social media is done subject to the terms of that social media platform. We are not responsible for the sharing of information posted on social media and encourage you to view their privacy policy on each social media platform you use.

Any comments you make on these social media platforms must not generally be offensive, insulting or defamatory. You are responsible for ensuring that any comments you make comply with the terms of use for that social media platform.

#### 8. Controlling your information.

You have the following rights concerning your data that we hold in accordance with GDPR

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object to use and processing
- Rights in relation to automated decision making and profiling.

9. Requesting a copy of your information, changing your information and deleting your information.

Tel: 07974 076 094  
01423 329 137

[www.littlehideaways.co.uk](http://www.littlehideaways.co.uk)

Email: [rachel@littlehideaways.co.uk](mailto:rachel@littlehideaways.co.uk)



# Little

## HIDEAWAYS

### NORTHUMBERLAND

You may request a copy of your data, to change and update your data or delete your data at any time and can do so by contacting us at the following contact details.

Little Hideaways  
Grange Farm Cottage  
Minskip  
Boroughbridge  
YO51 9HZ  
rachel@littlehideaways.co.uk

(+44) 7974 076 094

#### 10. Retention Periods

We only hold your information for as long as is necessary to fulfil our services and obligations.

#### 11. Security

At Little Hideaways we take security seriously and have a number of measure in place. This is in order to prevent your details from loss, miss use or unauthorised access. We have suitable electronic, physical and managerial procedures to safeguard and secure the information we collect.

These steps include the following:

Keeping as little data as necessary/or only keeping the information that is vitally necessary.

Passwords as best practice

Staff training on data protection and handling of data

Security best practice concerning devices such as laptops, PCs, mobile devices, web hosting, physical access and storage.

#### 12. Complaints

You have the right to complain at any time and can do so using the details provided in this privacy policy

You have the right to complain to the Information Commissioner's Office (ICO) which is the supervisory authority in the UK. Their contract details are procedure can be found at [ico.org.uk](http://ico.org.uk)

Tel: 07974 076 094  
01423 329 137

[www.littlehideaways.co.uk](http://www.littlehideaways.co.uk)

Email: [rachel@littlehideaways.co.uk](mailto:rachel@littlehideaways.co.uk)

