

Privacy Statement – Harbour House

This privacy statement applies to A. Stait and M. Baker trading as Harbour House. Our office address is Pound Cottage, Brampford Speke, Exeter EX5 5DU

Customers.

Our customers (you) are guests who book holiday accommodation with us at Harbour House and tenants/owners of other parts of Harbour House.

A Stait is the 'Controller' of any personal data we collect from you or that you provide to us in the course of conducting our business. This Privacy Statement sets out the basis on which we will process this data.

What information will we collect?

We will collect and store: your name, address, email address, phone numbers, car details, bank details for refunds, details of other guests accompanying you (including ages of children) and related correspondence and feedback/reviews. These can be collected via written correspondence, booking forms, online booking forms, phone calls, emails, texts, other electronic communication or face to face meetings . They may also be collected and forwarded to us by third party websites eg Airbnb. This information will also be collected and stored on our on-line booking system (Holiday Bookings Online Ltd – see their own privacy policy).

How will we use this information?

The purpose for collecting this information is to carry out our legitimate business.

We will use your contact details to:

- contact you in relation to current, completed or proposed bookings or enquiries
- send you updates on our activities
- ask for feedback or reviews

We will use your comments, feedback or reviews to:

- monitor and improve the provision of our services to you and other customers;
- advertise our business – we will not include your name although if you review us via a third party website you may do this yourself

We will use the guest details and ages to:

- monitor and improve the provision of our services to you and other customers;
- analyse the mix of numbers of guests and patterns of repeat bookings to help improve our business

We will use car details

- only in the event we need to contact you regarding the parking of your vehicle

We consider these activities to represent legitimate interests in pursuing our ongoing business.

How will we process and store this information?

All data will be stored on paper booking forms/notes and in electronic format in our email and text records and in our on-line booking system. This information is available to A Stait and family and M Baker. Data is stored indefinitely.

How will we share or disclose this information?

We do NOT share your information with any third-party marketing companies.

Your contact details:

- will only be shared where we have an obligation to do so
- or where it is practical to do so eg a tradesperson dealing with an issue during your visit

Guest details will not be shared outside our business.

Correspondence will not be shared.

Feedback, visitor book comments and reviews may be used for advertising without identifying you,

Our Data Promise

Harbour House is committed to respecting and protecting your data whilst it is in our care. We have strict policies and procedures in place to protect your data. We take your right to privacy seriously and will always seek to comply with data protection legislation.

We will not sell or transfer any personal information outside our business except where we are required to do so by law by the police or other regulatory or governmental authority.

Data Privacy Officer

A Stait is Harbour House's data privacy officer and is responsible for the implementation of our data protection policies and procedures. If you have any questions regarding our data protection, direct them to Ali Stait (Tel: 01392 841507, Email: harbourhouselyme@gmail.com).

Updating us with your information

You can help us to keep your information up to date. If you would like us to remove or correct any information we hold about you, please inform us of changes by emailing harbourhouselyme@gmail.com

Access to Information/Individual rights

You have the right to have data we hold on you deleted (except what we are required to keep for accounting, tax and other obligations) and the right not to be contacted by us. You have the right to access personal information concerning you and obtain information about it, including the purposes for which it is being processed, the categories of personal data concerned and any recipients or categories of recipients of the data. This is called a subject access request (“SAR”). However, if it is felt that a request is manifestly unfounded or excessive, Harbour House may:

- charge a reasonable fee which will take into account the administrative costs of responding;
- ask the individual to specify the information the request relates to; or
- refuse to act on the request.

In order to make a SAR you are required to provide information that will act as proof of identification (i.e. date of birth or NI number) and are asked to send these requests to harbourhouselyme@gmail.com Information will be provided without delay and at the latest within 28 days of receipt. If you want us to delete our communications with you or ensure that we never contact you please email harbourhouselyme@gmail.com

Right to Complain

If you are unsatisfied for any reason, you have the right to lodge a complaint with the supervisory authority at the Information Commissioners Office (<https://www.gov.uk/data-protection/make-a-complaint>).

Cookies

We do not knowingly use cookies. Our website www.bythecobb.co.uk does not collect any data and is only a brochure. Our website host may collect data on how you reached our site.