

ELLERYS



PRIVACY NOTICE

Who is responsible for managing my information?

Ellerys is owned and maintained by Gill Prater and Chris Welch.

We are responsible for the collection and management of any personal information you submit. Your personal details will be kept securely and we will use the information you provide in accordance with the General Data Protection Regulations and the terms of this Privacy Notice.

What information do we collect?

If you choose to make a booking with us or make enquiries about a potential booking we will collect details that you provide in relation to that booking or enquiry

. Information held is likely to include

- your name
- contact details
- payment details
- information about people travelling with you
- information about your booking
- any additional information we may need to help meet your specific requirements.

How do we use your information?

The information you provide will be used to enable us to complete your booking and to help us to provide details or information you may have requested.

If you give us permission we will let you know if we have any last minute vacancies and we will write to advise you when we are about to start taking bookings for the forthcoming year. You may withdraw that permission at any time.

Who will you share my information with?

Our caretaker will be given appropriate information to prepare the cottage for your stay and to assist you whilst you are a guest at Ellerys. She will not be given any financial details associated with your booking of Ellerys nor will she be given details of your address or email address unless you give permission.

Where required, we will also provide information to relevant organisations, but none will be disclosed for any inappropriate purpose.

How long will we hold your information for?

Your information will be retained for relevant purposes or to meet legal and financial requirements. Where your information is no longer required, it will be disposed of or deleted in a secure manner.

Your rights

You have the right to ask us at any time:-

- to confirm whether we hold any of your personal data;
- to send you a copy of any personal data that we hold about you;
- to correct any inaccuracies in your personal data and to add relevant details where the personal data we hold is incomplete;
- to stop sending you details of last minute vacancies or advanced booking information.

If you wish to exercise any of these rights, or wish to object to our use of your personal information; please write to us at the address below

How do we update this privacy notice?

We will keep our privacy notice under regular review and we will place any updates on our webpage.

Who can I contact if I have queries about this privacy notice?

You can also contact us directly if you have any questions about our privacy notice or information we hold about you; please write to us at the address below

All enquiries and correspondence should be addressed to:

Gill Prater

13 Shirley Gardens, Tunbridge Wells, Kent TN4 8TG

Tel: 03456 44 27 99

Email: gill@ellerys.net

Website: www.ellerys.net