

The Cwtch At Caerwedros Privacy Policy

Our commitment to privacy

Your privacy is important to us. To better protect your privacy, we have provided this policy explaining our online information practices and the choices you can make about the way your information is collected and used.

1. General

This Privacy Policy applies to The Cwtch At Caerwedros (<http://www.thecwtchatcaerwedros.com>).

This Privacy Policy describes how we use and protect your personal data.

The terms “users” or “you” as used in this Privacy Policy, refer to all other types of end-users using the Site.

By providing information to us when subscribing, sending enquiries, booking a holiday or otherwise using the Site, you expressly agree to the terms and conditions of this Privacy Policy.

We use information collected about you only as permitted in this Privacy Policy.

We are not responsible for the privacy practices of websites that are operated or owned by third parties, even if they are linked from and/or through the Site.

2. What information do you collect about me?

We collect data that you submit to us such as your name, address, phone number, email address, and payment information. We also collect data that is submitted to us automatically such as location data, IP address, data provided by cookies and other similar technologies.

3. Why do you need my information?

We use the data you provide to generate invoices and communicate with you, for example, informing you about your booking, late availability offers, new services, and other forms of email marketing.

4. How is my information used?

We use data for the following purposes:

- Customer support
- Generation of invoices
- Communication and marketing, including responding to customer enquiries and providing you with directions and other instructions for your upcoming holiday.

5. Analysis of collected data

We use aggregate collected data for analysis that allows us to monitor visits to our website thus providing information for future email communications or campaigns.

6. Communication, Marketing and Advertising

We use the data we collect to deliver and personalise our communications with you. For example, we may contact you by email to inform you about new services, late availabilities, special offers and competitions.

7. Do you sell information to third parties?

No. Absolutely not!

8. How We May Share Personal Information

We do not sell or pass on personal information about our customers. We may share information with the following types of third parties:

8.1 Third Party Vendors

We may use third-party vendors to carry out services like website hosting and credit card processing. We only share your personal data as necessary. In this case, your personal information will be shared with these agents or contractors but only for the purpose of performing services on behalf of us and in accordance with this Statement.

9. Can I opt out of sharing my information with you?

Yes.

To opt out or stop receiving unwanted newsletters, please email cwtchcaerwedros@gmail.com. If you wish us to completely remove any personal information such as email, telephone number or address after you have stayed with us, please email us to request that all such information is removed from our mailing lists.

10. How do I delete my personal data from The Cwtch At Caerwedros?

You can send us an email at cwtchcaerwedros@gmail.com and request that your data be deleted. You can opt out of email marketing at any time by unsubscribing from our newsletter by emailing us.

11. Do you keep or share my credit card or bank account information?

No. Credit card information is only used to process your payment at the time of purchase. All payments are processed through Stripe or Paypal who are compliant with GDPR regulations. If you choose to pay by Bank Transfer, we only have access to your bank account information via our online Bank Statements, which are not stored in any paper format, and will not be used for any other purpose than for reference when processing invoices.

12. How long do you keep my information?

We retain personal data for as long as necessary to fulfil transactions or for other essential purposes such as complying with our legal obligations.

We will retain your personal data only as long as is necessary for the purposes to which you consent under our terms and conditions and this Privacy Policy, or as is required by applicable law, and then we will delete it. We will completely delete any personal data held if you unsubscribe from our website subscription by contacting us at cwtchcaerwedros@gmail.com.

13. How is information stored and secured?

We are committed to protecting the security of your personal data. We store the personal data you provide on a computer that has limited access and has password protection, with no paper records held.

14. Are you using cookies or pixels to gather information?

We use cookies and other similar technologies like pixels, tags and web beacons when you visit our website. By visiting our website, you agree to the use of cookies and similar technologies for the purposes described in our privacy statement. This helps us to provide you with effective future communications, and allows certain parts of our website to function properly. You are able to disable cookies or similar technologies in your web browser/device at any time if you are concerned about this.

15. How can I contact you if I have questions regarding your privacy statement?

If you have any questions about the use of your personal information, please send an email to cwtchcaerwedros@gmail.com

Policy last updated: 22/05/2018 by Sarah Spicer