

Dolphin Cottage Staithes
WEBSITE PRIVACY POLICY

This website is operated by Marina Moffat. The privacy of our users is extremely important to us and therefore we encourage all users to read this policy very carefully because it contains important information.

WHO WE ARE

DOLPHIN COTTAGE STAITHES we collect, use and are responsible for storing certain personal information from which you can be identified.. This includes:

Name& title, postal address, email address, phone number

How your personal information is collected

Personal information obtained from you directly, including when you enquire about or make a holiday booking from the following sources:

Through our enquiry form

Through our booking form

By email or phone call.

HOW WE USE YOUR PERSONAL INFORMATION

General purposes

In general your personal information will be processed for the following purposes:

To enter into a short term holiday letting contract.

Internal record keeping.

Monitoring

We may monitor communications, and in doing so we may obtain your personal information through this process. We will undertake monitoring in the following circumstances:

All calls and emails will be monitored for the purpose of making a booking

LAWFUL BASIS FOR PROCESSING OF YOUR PERSONAL INFORMATION

We have described above the purposes for which we may process your personal information.

These purposes will at all times be justified by the UK data protection law.

General lawful bases

1. Where we have your consent to use your data for a specific purpose
2. Where it is necessary to enter into a legal contract or perform obligations under a legal contract with you
3. Where it is necessary for us to comply with a legal obligation
4. Where it is necessary to ensure our own legitimate interests or the legitimate interests of a third party (provided that your own interests and rights do not override those interests).
Wherever we rely upon this basis, details of the legitimate interests concerned shall be provided to you
5. Where we need to protect your own vital interests (or the vital interests of another person) and/or

6. Where it is needed in the public interest (or where we are acting in our official functions), provided that the task or function has a clear basis in law.

SHARING OF YOUR PERSONAL INFORMATION

We will not sell, distribute or lease your personal information to third parties unless we have your permission to do so or are required by law to do so. We do not anticipate that we will need to share your personal information with any third party. We will notify you should this change.

HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT

Only for the period of time which is necessary for us to fulfill the above purposes.

We envisage that booking forms will be retained for 6 years after which your information will be properly deleted or anonymised.

KEEPING YOUR INFORMATION SECURE

We will ensure the proper safety & security of your personal information and have measures in place to do so.

Our website provider is Wix.com and has a comprehensive privacy policy in place.

CHILDREN

Our website is not intended for anybody under the age of 18. We do not intend to collect data from children.

YOUR RIGHTS

Under the UK General Data Protection Regulation you have a number of important rights. In summary, those include:

You may request details of personal information which we hold about you.

If you believe that any of the information we are holding about you is incorrect or incomplete, please email us as soon as possible. We will promptly correct any incorrect information.

For further information see the Guidance from the UK Information Commissioner's Office (ICO) on your rights under the General Data Protection Regulations.

CHANGES TO THE PRIVACY POLICY

This privacy policy was published on 14th June 2024.

We may change this privacy policy from time to time and will notify you of any changes by a notice on the website.

CONTACTING US

The relevant person to contact regarding your personal information is Marina Moffat by email at marina@dolphincottagestaites.com