

PRIVACY STATEMENT

Fynn Valley Lodges Ltd (T/A Fynn Valley Holidays) are committed to ensuring the best standards of practice in all our activities. Visitors to our web site can be assured that the protection of privacy and confidentiality are given the highest priority. All personal information is collected, held and used in strict compliance with the Data Protection Act 1998.

Information Collected

We do not collect any personal information from visitors to our website other than information that is knowingly and voluntarily given. Anonymous information is collected, such as the number of visitors to the website in a given period or details of properties and dates selected for online bookings, but it is purely statistical and cannot be used to identify an individual user. Cookies are not used to collect any other information from visitors to the website. Visitors interested in requesting more information can provide contact details via a fill-in form. Visitors cannot be contacted unless such information is given. Visitors are also invited to give additional company information but a decision not to do so does not affect any subsequent negotiations or discussions.

What data will we process?

The data we will process will include all or some of the following:

- Name
- Address
- Email address
- Contact telephone number
- Names of guests in booking party
- Ages of children staying
- How you heard about us
- Social Media used
- If you provide further information relevant to your booking (e.g. Anniversary)
- Method of payment
- Any further details relevant to your booking

Your data will be processed and stored in the following manner:

- By the data controllers on their own office computers. We use computers that are kept up to date with the latest IOS updates.
- Using Supercontrol our online booking system (they are both a processor and data collector and fully compliant with GDPR regulation).
- Using Sage, our online payments package.
- Using Paypal (only where this has been used as a payment option).
- In physical (paper copies) in our office at our registered address.

Use of Information

The information collected will be used to contact you with further details of our current activities or to send details of future initiatives or events. It may also be used for research purposes. You can inform us at any time if you no longer require such information to be sent.

When you provide your email address to us, you can also agree that we may send information to you by email in relation to our Services and in relation to any new services, initiatives or events. If you do consent to this, you will then have the opportunity to unsubscribe from any such emails at any time.

We will share your details with our booking system, SuperControl for the purpose of them delivering their service to us. For example, they provide a verified reviews service called UpFrontReviews and the more well-known TripAdvisor and we may ask them to send you an email invitation to submit a review about your stay. We will NEVER sell your details to any third party. You consent to us providing your details to SuperControl in this way. You will have the opportunity to unsubscribe from any such emails at any time.

Data Security

We take appropriate measures to safeguard the information we hold from unauthorised access or improper use. Our database is stored in a secure, password protected location. Only users authorised by us have access to this data.

Integrity of Data

We take all reasonable measures to ensure that the information we hold is accurate. In particular we use reliable collection methods and destroy or convert to an anonymous form, any out-of-date data. Individuals may request details of all personal information held by us so as to contest inaccurate or incomplete data, verify the information and have it corrected as appropriate.

Children

Our website is not targeted at children but in any event personal information will not knowingly be collected from children under fourteen years without parental consent.

Enforcement

Any queries relating to our collection or use of personal information should be addressed to enquiries@fynnvalleyholidays.co.uk.