

Privacy Statement

We always have been and always will be committed to protecting and respecting your privacy.

This statement explains what, when and why we collect information about you; how we use it and who it may be shared with. It also explains how you can request information held about you.

Who are we?

The Corner House and The Castle House (herein after referred to as our soon to become known as name of Greenwood Holiday Cottages, or 'us', 'we', 'our') are self-catering holiday cottages, providing short stay holiday accommodation in Whitby, North Yorkshire.

Any questions relating to this statement, our privacy practices, or to request information relating to data held about you should be addressed to Nichola Greenwood and sent to the following email – greenwoodholidaycottages@gmail.com .

What information do we collect?

When you make an enquiry

When you get in touch, we ask for the just enough information for us to be able to answer your enquiry, namely:

- Your full name
- Your email address
- Your mobile telephone number
- Which Property you're interested in
- Your arrival and departure dates
- Number of adults, children & babies in your party
- Whether you'd be happy for us to contact you

When you're making a booking with us

When you book a stay with us, we'll require the following information to be provided:

- Your full name
- Your full address including post code
- Your email address
- Any alternative email address
- Your mobile number
- Your sort code and account number (if you are paying via Bank Transfer)
- The full names of all other guests, together with their age, if under 18
- The nationality of every guest, together with their passport number if from outside of the UK
- We also ask for your wine preference, as we leave one as part of our welcome package
- How you found us
- Number, breed and age of dogs (for The Castle House only).
- Whether you're happy for us to contact you

What do we use your information for?

We use your information for different purposes depending on the stage your booking is with us, namely:

At enquiry stage

We use your information to:

- Email you our quote and booking conditions for the dates you've enquired about.
- To, very rarely, email newsletters or marketing information but only if you've ticked to say you'd like us to keep in touch

At booking stage

We use your information to:

- Complete and process your booking
- To carry out our contractual obligations to you
- To notify you of any changes
- To send you reminders when payments are due (direct bookings only)
- To send you additional information relevant to your stay including
 - Directions from your address
 - Locations of parking places
 - Great places to eat
 - Anything else that you've indicated that you'd like more information on
- A text or email with access information (at the start of your stay)

At the end of your stay

We use your information to:

- Send you an email or text to
 - check on any damage/issues arising during your stay
 - ensure that everything in the cottage has been shut/turned off
 - to enquire whether a review email can be sent
 - If you'd like to connect on social media
 - Most importantly to check that you've had a great time!

After your stay

We use your information to:

- Send confirmation of the return (or retention of all/part) of your security deposit
- Very rarely send newsletters or other marketing materials
- Ensure an easier booking process the next time you stay with us

Other important stuff to know

All details you give to us at any time will be kept for the period of your booking, holiday and such reasonable period thereafter. Any details obtained during the enquiry stage, if they do not then become part of your booking, will be removed.

Any bookings made via an Online Travel Agent, such as Airbnb, HomeAway, Holiday Lettings etc. will be subject to their GDPR obligations, so you'll need to get in touch with them, if you need further information.

Your information with us is held securely on a web based customer relationship management system with very strict access protocols. We never have and never will share, sell, raffle off or in any way allow your information to be used by third parties. The only occasions where we will have to disclose your details will be to law enforcement agencies, fraud protection and enforcement agencies and in connection with any insurance claims.

Only your name and email contact details will be used for marketing purposes and only then if you have provided consent for this to take place.

If you do not wish to receive any newsletters or marketing communications, or wish to opt out of permission already given, just let us know as soon as possible by letter or e-mail and I'll make sure not to send them to you.

You also now have the right to disappear, which sounds a bit scary but it basically means that you can ask for us to not only show you what information we hold on you (which is listed above) but also for us to delete it from our records, although this does not override our legal and legislative obligations and requirements.

Our website also collects cookies when you go onto it – if I'm honest, when I hear this I'm always a bit disappointed that they're not real cookies but I suppose that wouldn't really be very practical (or healthy!). If you'd like more information on this, please click the 'More info' section on the pop up box or click here -<https://www.greenwoodholidaycottages.co.uk/cookies> .

How do I find out more about information rights?

In the first instance, please contact us if you have any questions about how your information is being collected, processed and used. The Information Commissioner's website contains further useful information and advice though – www.ico.org.uk