

# Elmswood House Privacy Notice

## **Our contact details**

Elmswood House

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Tywardreath

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United Kingdom

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[info@elmswoodhouse.co.uk](mailto:info@elmswoodhouse.co.uk)

[www.elmswoodhouse.co.uk](http://www.elmswoodhouse.co.uk)

Attention of: Collin Harker, Proprietor, and responsible for data management

## **What type of information we have**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

## **How we get the information and why we have it**

The personal information we process is provided to us directly by you in the process of seeking or securing accommodation. Email addresses and Mobile numbers are collected as part of the booking confirmation process, and for emergency contact purposes.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [info@elmswoodhouse.co.uk](mailto:info@elmswoodhouse.co.uk)

(b) We have a vital interest for emergency contact purposes during guests' stays.

(c) We have a legitimate interest.

## **What we do with the information we have**

We use the information that you have given us in order to communicate booking related updates, and news and relevant information, including offers, regarding Elmswood House.

No information is shared with any third party, nor used for any other purpose.

## **How we store your information**

Emails and any personal information received unsolicited in inbound email communication, are stored on a remote mail server and on one mobile client device.

Email addresses and mobile numbers are stored on paper booking forms, and are kept securely for seven years on the premises, before being destroyed.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@elmswoodhouse.co.uk](mailto:info@elmswoodhouse.co.uk) if you wish to make a request.

## **How to complain**

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113