

North Farm Cottages

Data Privacy Notice

Our contact details

North Farm Cottages

Burgh Next Aylsham

NR11 6TW

01603 737974

info@northfarm.info

The type of personal information we collect

We collect names, addresses, telephone numbers and e-mail addresses. In the case of children in your party, we also request ages to enable us to provide age-appropriate toys and equipment.

We do not store your financial information.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Booking your holiday with us
- Requesting to be added to our mailing list

We also receive personal information indirectly, from third-party booking partners such as Airbnb, Pitchup and Glampsites.com and Baby Friendly Boltholes

We use the information that you have given us to:

- Enable you to enjoy your holiday with us and to contact you in the case of changes, questions or legal requirements for holiday guests
- Let you know about changes and items of interest to you
- Request feedback on your stay

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

- Your explicit consent (the data subject) so that we can keep you informed about news, events and changes as well as specific details in connection with your holiday. You are able to remove your consent at any time. You can do this by contacting us using the contact details above.
- Processing is necessary for carrying out obligations under employment, social security or social protection law, or a collective agreement;
- There is no disclosure to a third party without consent.

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How we store your personal information

- Your information is securely stored on our online booking system, Supercontrol.
- We keep guest personal information (excluding e-mail addresses) for two years after your stay with us.
- We keep e-mail addresses for as long as you consent to continue receiving information and news about North Farm Cottages. Should you choose to withdraw your consent to receive this information then contact us using the details below, or unsubscribe from our email list. We will delete your personal information within 30 days of having received either request.

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 personal 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 personal information in certain circumstances.

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

Your right to data portability - You have the right to ask that we transfer the personal 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 using the details above if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us using the details above.

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

ICO website: <https://www.ico.org.uk>

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