

## **PRIVACY POLICY**

At Moo Cow Cottage we are committed to safeguarding and preserving the privacy of our guests. If you have any queries please contact us at: [moocowcottage@gmail.com](mailto:moocowcottage@gmail.com)

**Information:** In order to operate our holiday cottage we may collect and process data about you that includes information about your use of our website, the information you provide when sending a request via our contact form or communication by another means.

**How we use your information:** In order to provide you with our service (self catering holiday letting) we collect information from you that enables us to fulfil this service. The information we ask for includes contact details such as name, address, telephone number, email, whether you are bringing a dog, and number of people in group. When you make an enquiry, we use your details in order to provide you with the information that you requested. When you make a reservation or booking you are consenting to us holding your personal information which will include your name and contact details including your postal address, email address and contact telephone number. We do not disclose your personal information to 3rd parties or sell it on for marketing purposes. We post some comments on our website and facebook page, when we do this we remove any personal identifiers such as name, location, address etc, we may post the month as a generic date. We may contact you after your stay to ask for a review which is optional.

**How we store your data:** Data is stored in compliance with the General Data Protection Regulation (GDPR) and only the Data Controller has access to this information. This person is Jennifer Bothwell owner of Moo Cow Cottage Self Catering. Electronic information is password protected and held securely. Manually held information (eg. paper booking forms) are held under lock and key. All data relating to a booking will be held for 7 years in order to comply with HMRC, all data relating to an enquiry will be held for 1 year from date of enquiry.

**Access to your information:** You have the right to request details of the information we hold on you. Any requests should be emailed to: [moocowcottage@gmail.com](mailto:moocowcottage@gmail.com) or alternatively you can write to: Jennifer Bothwell, No2 Stocken Hall Farm Cottage, Stocken Hall Road, Stretton, Oakham, Rutland. LE15 7RW. Tel: 07725672003