

Online Privacy Policy Statement for Lancombe Country Cottages & Lodges

Thank you for visiting our website.

Folly Holidays Limited trading as Lancombe Country Cottages & Lodges (“We”, “Our”, “Us) operate www.Lancombe.co.uk and we are committed to ensuring the best standards of practice in all our activities and your privacy is paramount to us. You 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 General Data Protection Regulations.

We are classed as ‘Data Controllers’ in respect of any information we hold about you and have an Appointed Data Protection Officer at Lancombe who is responsible for monitoring how we use your data, ensuring that we have specific consent to do so, and that’s it’s kept securely.

We do not collect any personal information from you when you visit 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 you. 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, where your consent is specifically given. Visitors cannot be contacted unless such information is given. Visitors are also invited to give additional information but a decision not to do so does not affect any subsequent negotiations or discussion.

When may we collect your personal information

- When you visit our website, and make or manage a booking through our online booking system Supercontrol.
- When you contact us by telephone, text or email, or any other method, to make an enquiry or a booking we may keep a record of this for our reference.
- When you make an online payment through our online safer payment
- When you engage with us on social media.
- When you contact us by any means with queries, complaints etc.
- When you ask us to email you information about a product or service.
- When you enter prize draws or competitions.
- When you choose to complete any surveys we send you.
- When you comment on or review our products and services.
- When you fill in any forms. For example, if an accident happens
- When you’ve given a third party permission to share with us the information they hold about you.

How we use your personal information

We only use your Personal information for the purpose for which it has been collected for, and to contact you from time to time about offers, updates, new initiatives and enhancements or information which we think may be of interest to you.

- To make or manage bookings for you
- To enhance your service or stay with us
- To contact you from time to time about offers, updates, new initiatives and improvements or information we think may be of interest to you.
- You will always have the option not to receive marketing communications from us and we will only contact you if you have given us your consent to do so. You can withdraw your consent or object at any time by clicking the 'unsubscribe' button on each email or by contacting Caroline at: info@lancombe.co.uk.
- To help and respond to any complaints
- Internal record keeping and administrative purposes to ensure we operate our business in an efficient and effective manner
- We will never share, sell or rent your Personal Data to any third parties. Unless you have requested us to do so, or we are required to by law, for example, by a court order for the prevention of fraud or other crimes.

What information we collect, which is personally identifiable:

- Name (including title)
- Address
- Phone number
- Email address
- IP address
- Any information within correspondence you send to us.
- Gender
- Age
- Spouse and Child Data

Sensitive Personal information

We do not collect sensitive personal data (such as racial or ethnic religion, nationality, political opinions or religious beliefs) unless it is volunteered by you. In order to ensure you have the most comfortable holiday experience and to tailor your holiday to meet your specific needs or circumstances, we may sometimes ask for information such as your age or any disability that you may have. As with all information, it is entirely up to you to decide whether or not you are happy to provide this information. Sensitive personal information will only be used in order for us to fulfil our contract with you and to provide the services that you have requested. We may use information provided by you to serve you better and meet your particular needs (such as accessibility requirements).

Who we share your details with

We will share your details with our booking system, SuperControl for the purpose of them delivering their service to us. We also use Mailchimp who's system we use send out relevant information, offers and updates, where you have requested, and provide us with active consent to do so. 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.

Staying in touch

If you provide your email address to us, you 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. You will have the opportunity to unsubscribe from any such emails at any time. We will never send you unsolicited 'Junk' emails.

If you supply Personal information on behalf of someone else, you confirm that the other person has appointed you to act on their behalf and has given you consent to do so.

Retaining your Personal information

We will keep your personal information for as long as necessary to fulfil the purposes of the Service, as agreed by you.

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. Any paper data is stored in a fireproof, locked cabinet and the key is stored in another secure location.

The only exceptions to the periods mentioned above are where:

The governing law requires us to hold your Personal Data for a longer period, or delete it sooner.

You exercise your right to have your Personal information erased (where relevant to do so) and we do not need to hold it in connection with any of the reasons permitted or required under governing law

Integrity of information

We take all reasonable measures to ensure that the information we hold is accurate. In particular, using reliable collection methods and destroy or convert to an anonymous form, any out-of-date information. You 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.

Personal Information Deletion

You have the 'right to be forgotten'. If you would like us at any time to delete your Personal information we will happily do so, simply email us at info@lancombe.co.uk. We will delete all the Personal information we hold about you and anything else that is associated with you. However, please note that if you wish to use any of our services in the future, which require you to provide Personal information, deleting our records may mean that you will need to resubmit it to continue using such services.

Please keep in mind that some information may remain in our records after deletion. We may use any aggregated/encrypted data derived from or incorporating your Personal information after you update or delete it, but not in a manner that would identify you personally.

External Payment Providers

Our external payment gateways are processed by:

Sage Pay Europe Limited

Worldpay (UK) Limited

These gateways provide us with online payment platforms that allows us to handle services offered by us.

Our external payment providers complete your purchase, then store your credit card data. Data is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS). Your purchase transaction data is stored only as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is deleted.

All Direct Payment Gateways adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover.

PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

We recommend you read each of these external payment providers privacy policies to learn more on how they store your data:

Sagepay Europe Limited - <https://www.sagepay.co.uk/policies/privacy-policy>

Worldpay (UK) Limited - <https://www.worldpay.com/uk/privacy-policy>

We may share your information with banks and other payment providers, to authorise and complete payments necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Children

Our website is not targeted at children but in any event personal information will not knowingly be collected from children under sixteen years without parental consent. It is the sole responsibility of parents and guardians to monitor their children's use of the Service.

External Links and Online Travel Agents (OTAs)

We work carefully with OTAs and only disclose the personal information which is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. When you enquire or book through these third parties, the relevant third party product provider will use your details to provide you with information and carry out their obligations arising from contracts you have entered into with them. They will act as 'Data Controller' of your information and therefore we advise you to read their Privacy Policies. These third party providers will share required information about you with us (e.g property type purchased and dates of stay) which we will use in accordance with this Privacy Policy.

Other Service providers may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site.

We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

Our website includes social media features, such as the 'Facebook Like button' and Widgets, such as Trip Advisor reviews. These features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the feature to function properly. Social media features and widgets are hosted by a third party. Your interactions with these features are governed by the privacy policy of the company providing it.

IP Addresses

We may collect 'non personal' or anonymous information about your computer, including, where available, your IP Address, operating system and browser type, for system administration. This is statistical data about our Users 'Browsing Actions' and patterns, and does not identify individuals. Your IP address is a number that your Internet Service Provider automatically assigns to the computer that you are using to access the site. The number is identified and logged automatically in our server log files whenever users visit the site, along with the time of each visit and the page(s) that were visited. Collecting IP addresses is standard practice on the Internet and is done automatically by many websites. We use IP addresses for purposes such as calculating Site usage levels, helping diagnose server problems, validation of a legitimate user session via Google® captcha and administering the Site. Please note that we treat IP addresses, server log files, and related information as Non-Personal Information, except when we are required to do otherwise under applicable law.

Contact us

You have a right to review, access, amend, or update your information, so if you wish to take any of these actions please contact:

The Data Controller
Folly Holidays t/a Lancombe Country Cottages
Higher Chilfrome
Nr. Dorchester
Dorset
DT2 0HU