

This Privacy Policy sets out how Crabpot Cottages uses and protects any data that you provide Crabpot Cottages with when you use this website, call in to our office, have one of our representatives visit you or via a telephone call by mobile or landline.

Crabpot Cottages is committed to ensuring that your privacy is protected. Should we ask you to provide certain data by which you can be identified when using this website and our services, then you can be assured that it will only be used in accordance with this Privacy Policy.

Crabpot Cottages may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from May 25th 2018.

How we collect data from you.

We only collect data about you from our website, telephone and email enquiries and if you visit our office.

If you are a prospective holiday home owner then we will obtain details in person upon meeting you at the prospective holiday home.

If you are a cleaner/housekeeper, service/repair/maintenance engineer details about you will be collected in person, by email or via telephone.

What data we collect.

We may collect the following information:

- The name of the person making the booking and their guests names.
- Contact information including email address, landline and mobile telephone numbers and addresses.
- We may collect other relevant data to carry out our own legitimate business activities eg internal records.
- We may collect any other details you provide through forms on our website and brochure and personal visits to our office.
- If you decide to let your holiday through our agency, the above information will be collected plus your bank account details and the details of the property you wish us to let for you.

- If you are a cleaner/housekeeper or offer repair maintenance services, then your data is kept and issued in accordance with our booking practices.

How your data is used.

We use the data that we collect from you to provide our services and products to you. We may also use your data for one or more of the following purposes:

- To provide information to you that you request from us relating to our products or services i.e.; holiday bookings, maintenance and emergencies and to provide key instructions and access arrangements.
- To provide information to you relating to other products that may be of interest to you. Such additional information will only be provided where you have consented to receive such information.
- To inform you of any changes to our website, services or goods and products.
- For statistical purposes.
- If you are a holiday home owner we may give your details to guests in case of emergencies or in other connections with you booking.
- If you are a cleaner/housekeeper or service/repair/maintenance person, your details may be given to the holiday home owner or guest for support and assistance if necessary.

How long is your data kept?

Crabpot Cottages keeps your data for as long as our system requires and is stored for relevant purposes and to meet legal requirements. Where your information is no longer required we ensure that it is disposed of securely and safely.

Updating your data.

If the information we hold in relation to a booking or enquiry requires updating, we would be grateful if you could inform us of the new information immediately. Old data will be deleted and disposed of securely and safely.

How your data is shared.

Crabpot Cottages does not sell, trade or rent your personal information to others.

Where your consent has been provided in advance we may allow selected third parties to use your data to enable them to provide you with support if needed with relation to any emergency which may arise during your stay; ie; repair/service engineers and cleaners, the owners or owners representative, plus emergency services. Where your consent has been provided in advance it can be withdrawn by you at any time although withdrawing it if a booking is still in progress will limit support and information which is needed for that booking.

Your data is protected on our booking system Supercontrol and may be used for our own marketing and statistical evaluation purposes only. We may add your data to third party systems such as email/sms marketing packages. To find out details of what systems we may store your data on please contact us on stay@crabpotcottages.co.uk

How you can access or delete your data.

You have the right to access any information we hold on you. To request access and deletion of your data we have collected simply contact us on 01263 579435 or email us stay@crabpotcottages.co.uk

How you can opt out.

Communications

To opt out of marketing emails we may send you, press the “unsubscribe” feature on the email or email us direct.

To opt out of any other communications you receive from us please email us on stay@crabpotcottages.co.uk

Internet Based Advertising

- You may opt out of seeing interest-based ads from us on your desktop browser and/or mobile web browser by visiting the DAA at <http://www.aboutads.info/choices/> or by visiting the Network Advertising Initiative (“NAI”) at <http://www.networkadvertising.org/choices/>.
- You may opt out of seeing interest-based ads from us in Apps by downloading the DAA’s AppChoices application, which is available at <http://www.aboutads.info/appchoices>.

External Links

Our website may include links to external websites. Where we provide a link to an external website our Privacy Policy does not apply to that website.

Your rights.

Upon your request at any time:

- You can have full details of all the data we hold on.
- You may ask about the data we hold.
- Deletion of any data can be made.
- Alterations to details can be made.

If you wish to withdraw your consent to us using your data, please contact crabpotcottages.co.uk at 15 Co operative Street, Sheringham, Norfolk NR27 8DX

How to lodge a complaint.

If you wish to lodge a complaint on how we have handled your personal data, please email us at stay@crabpotcottages.co.uk and your complaint will be investigated.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you can contact the Information Commissioner's Office <https://ico.org.uk/>