

# Privacy Statement

**Smithy Cottage, Perthshire is a provider of self-catering accommodation at Kirkton of Lethendy, By Meikloeur.**

This policy details how we use and store your personal information at Smithy Cottage Perthshire along with why that information is stored and how we protect your privacy when doing so.

## 1. Your Personal Data

Smithy Cottage Perthshire collects and store information that you give when you make an accommodation booking or an enquiry.

Data we collect from you

- Name
- Address
- Telephone number
- Email address
- Payment information
- Names of any guests travelling with you.
- Details of any queries or requests and any other personal information you provided us with may also be stored.

This information is stored by us in order to process your booking or deal with your enquiry. You may be contacted by Smithy Cottage Perthshire in relation to your booking or enquiry.

Your data is also stored after you have stayed but will be kept no longer than necessary in order to comply with legal obligations and Smithy Cottage Perthshire to welcome your repeat business. Your data will be kept for no longer than 7 years for tax purposes.

We will use your data in the following ways

- Taking bookings for your stay in one of our properties
- Contacting you with regard to your booking
- Responding to any complaints or queries you get in touch with us about
- Sending correspondence to you
- Administration of our accounts
- To meet legal obligations to government, regulators or law enforcement
- Establish, enforce or defend legal claims

## 2. Data processed directly by third parties and information you provide to us indirectly

Your information may be passed onto us by a third party. For example when you book through booking.com your card and contact details will be passed onto our online booking system provided by "free to book". From there we have access to your information to process your details. If you provide payment information, this will be processed directly by a secure PCI Level 1 compliant payment gateway providers. We also advise you to check any privacy policy that has been provided where there is any mention of a third party giving us your data. For example when you place a booking through booking.com

We use Booking.com, Airbnb, free to book and Stripe third parties to process bookings

- Booking.com privacy policy <https://www.booking.com/content/privacy.en-gb.html?label=gen173nr-1FCAEoggl46AdIM1gEaFCIAQG YAQm4ARjIAQzYAQH4AQuIAGGoAgS4Ao-VjPgFwAIB0gIkYTU2ZWY1YWYtMTc0Zi00NjE3LTk5NTgtNjMzZjNmYzAwNjI42AIG4AIB;sid=acabcb99a104e16439fe9a14c0ac410f>
- Free to book privacy policy [https://en.freetobook.com/policies/privacy\\_policy.php](https://en.freetobook.com/policies/privacy_policy.php)
- Stripe.com (card processing) <https://stripe.com/gb/privacy>
- Airbnb privacy Policy <https://www.airbnb.co.uk/help/article/3175/privacy-policy>

### **3. Sharing your Personal Data**

We will never pass your data onto a third party, your personal data will be treated as strictly confidential.

### **4. Data Controller**

Smithy Cottage Perthshire is a data controller for the processing of your personal data.

### **5. Security Procedures**

In accordance with General Data Protection Regulation (GDPR), Smithy Cottage Perthshire observes reasonable procedures to prevent unauthorised access and misuse of personal information. We use appropriate business systems and procedures to protect and safeguard any personal information given to us. We also use security procedures and technical and physical restrictions for accessing and using the personal information. Only authorised personnel are permitted to access personal information in the course of their work.

### **6. Control of your Personal Data**

You have rights over any personal data we hold about you.

- You have the right to access any personal data we hold about you
- You have the right to have incorrect personal data corrected
- You have the right to restrict the use of personal data
- You have the right to be forgotten, you can ask us to delete some or all of your personal information from our system. We will carry this request out as long as there are no legal exceptions preventing us from doing so
- You have the right for your personal data to be portable
- You have the right to object to the use of your personal data

To access data that is stored by Smithy Cottage Perthshire. You need to email or write to us to request an overview of your personal data. We will respond to your request within 1 month free of charge.

Please email [info@smithycottageperthshire.co.uk](mailto:info@smithycottageperthshire.co.uk) or write to Bev Arnold, Stonesfield, Bracara, Morar, PH40 4PE.

Please also contact us if you believe the personal information we have for you is incorrect, if you believe that we are no longer entitled to use your personal data or if you have any other questions about how your personal information is used or about the Privacy Statement.

Please email [info@smithycottageperthshire.co.uk](mailto:info@smithycottageperthshire.co.uk) or write to Bev Arnold, Stonesfield, Bracara, Morar, PH40 4PE.

## 7. Reviews

We may also contact you to ask you to send feedback after your stay in order to further improve our service. Your email address will be used for this purpose. If you complete a review it may be posted on our website. However, no identifying details will ever be attached to a review posting.

### **To Process your information as described in 1 to 8, we rely on the following legal bases:**

**Performance of a contract.** The storage of your information may be necessary to perform the contract that you have with us to provide you with self catering accommodation

**Legitimate Interests.** We may use your information for our legitimate interests, such as for administrative, fraud detection and legal purposes.

## 8. How we use Cookies

A **cookie** is a small packet of data sent from a website and stored in a user's web browser while the user is browsing that website. When the user revisits that same website, the browser sends a copy of the cookie back to the server to notify the website of the user's previous activity. Cookies help the user's browsing experiencing by logging shopping cart information for online stores, log in credentials, and overall speed of the site.

**Profiling Cookies:** are used to store statistical records to enhance the customer's use of the website. These records can provide recommendations for specific offers based on the customer's usage of the website and require user consent. The Smithy Cottage Perthshire website hosted by 1&1 website does not use this type of cookie.

**Technical Cookies:** are used to provide for a smooth running website. For example, technical cookies aide in collecting and storing items in online shopping carts, they do not require user consent the Smithy Cottage Perthshire website hosted by 1&1 website exclusively uses this type of cookie.

By using the Smithy Cottage Perthshire website or proceeding with a booking you are consenting to the above use of cookies.

## 9. Changes to this privacy policy

There may be future changes to this privacy policy. If any significant changes occur regarding the way your personal information is handled, we will make this clear via our website – or by contacting you via email.

## 10. Contact us

If you would like to get in touch with us for any reason please contact us via [info@smithycottageperthshire.co.uk](mailto:info@smithycottageperthshire.co.uk) or write to Bev Arnold, Stonesfield, Bracara, Morar, PH40 4PE.

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