



Brigg View Filey

SEA VIEW HOLIDAY APARTMENT

PRIVACY POLICY

Brigg View Holiday Apartment Filey take your privacy seriously and only use your personal information to provide the products and services you have requested from us.

We collect and process your personal information and data in the following ways:-

- On our website when you visit to make a booking or when you use our contact form to make an enquiry
- If you contact us by telephone, email or text message we may keep a record of our correspondence with you for our records.
- When you enter competitions
- If you have booked through an online travel agent we may receive information from you via a third party.

We may use your personal information and data in the following ways:-

- To administer a booking
- Send you emails, call you or text you in relation to your stay.
- To contact you on departure with a request to complete a questionnaire.

- To send you marketing and promotional emails should you opt in to this service.
- To respond to enquires, requests and general customer service

Sensitive Personal Data

We do not collect sensitive personal data (such as racial or ethnic origin, nationality, political opinions, religious beliefs etc) unless it is volunteered by you. In order to understand our customer base we may ask for your age and the ages of your guests. As with all data it is entirely up to you whether you provide this information.

Credit and Debit Cards

We use a secure website to obtain your credit/debit card details when you make a booking. If you book via telephone you will be given the option to be sent an email with a link to make payment via the secure website, to give the relevant information over the phone or to send payment via cheque to our home address. All such information is stored on a secure system and will only be accessed when necessary to take payments as outlined in our terms and conditions. This data will be kept for as long as it is necessary to fulfil your contract with us (unless a longer retention period is required or permitted by law) before being disposed securely.

Opt Out

You will not receive any marketing or promotional emails from us unless you have opted in to this service.

All our marketing or promotional emails will provide a link at the end of the email to unsubscribe from the service.

It is not possible to opt out of receiving information about your booking.

Non-Disclosure to third parties

We do not share your data with any other company for marketing purposes.

We may share your data with agencies such as law enforcement or governmental organisations where we are required to make such disclosures by any applicable law.

We may share your data with banks and payment providers to authorise and complete payments.

We may pass your information on to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our or your behalf (for example to process payments and send you email). However, when we use third party service providers, we disclose only the information necessary to deliver the service and we have a contract in place that requires them to keep your information secure.

We work with carefully selected Online Travel Agents. When you enquire about or make a booking with 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 any contracts you have entered into with them. They will be acting as a data controller of your information and we would therefore advise you to read their privacy policy. These third party product providers will share required information about you with us (for example dates of stay, name, address, number of guests) which we will use in accordance with this privacy policy.

Our website includes social media features, such as the Facebook like button and widgets such as the 'book now' button. 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 the widgets are hosted by a third party. Your interactions with these features are governed by the privacy policy of the company providing it.

Children

We will never collect any personal information from a child under 16 years of age and that no child under 16 should submit any personal information to us. Should we discover that any such personal information has been delivered to us, we will remove the information as soon as possible. When making a booking through our website you may be asked for the names of all guests and the ages for any children. This gives us the opportunity to offer services such as travel cots, high chairs etc for young children. It is up to you whether you provide the names and ages for child guests in your party.

Retaining Personal Information

We retain personal information about you for the period necessary to fulfil the purposes outlined in this policy, unless a longer retention period is required or permitted by applicable law. Where your information is no longer required we will ensure that it is disposed of in a secure manner.

How we use cookies

Our website uses “cookies” which are harmless small text files that are placed on your machine to help the website provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies on your browser. If cookies are disabled the online browsing experience may be limited. We do not use cookies to track individuals or store sensitive information such as your name, address or credit card details.

IP Addresses

We may collect non-personal information about your computer, including where available, your IP address, operating system and browser type for system

administration. This statistical data does not identify any individual. Your IP address is a number that your internet service provider automatically assigns to the computer that you are using to access the site. This 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 pages 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 etc. 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.

Get in Touch

If you would like to review, access, amend or update your information please contact:-

Emma and Jeremy Tindall

Brigg View Holiday Apartment

First Floor

12 The Beach

FILEY

YO14 9LA

Tel: 07434930755

Email: briggviewfiley@hotmail.com

This policy was updated 15 May 2018.