



EVERYTHING RETREAT

# PRIVACY POLICY

## IMPORTANT INFORMATION

The protection of your data and its use is important, and we want you to understand what information we hold, how we use it and what your rights are.

This privacy policy explains how we collect and process your personal information when you make a booking or booking enquiry, visit our website, contact us or use our services. This privacy policy is separate from our Booking Terms and Conditions and does not replace or supersede them. This policy also explains your rights in respect of your personal information.

We as controller are responsible for your personal information. We will keep your personal information secure and use the information you provide only in accordance with applicable privacy and data protection legislation and the terms of the Privacy Policy.

The information we hold is collected and managed by The Everything Luxury Hamlet Limited (Company registration No: 13018745).

The website and agreements are all owned by The Everything Luxury Hamlet Limited.

Our postal address is at Everything Retreat, Pendle view lodges, Primrose Lane, Mellor, BB2 7EQ, United Kingdom.

You can contact our DPO and raise any questions about your data via the email address [hello@everything-retreat.com](mailto:hello@everything-retreat.com)

## WHAT PERSONAL INFORMATION DO WE COLLECT

We will only process personal information about you when we need to and this may include the following:

Name, Phone number, Home address, Email address, Payment details, Date of birth, Booking information, Information gathered via Cookies

If you are making a booking on behalf of other people, this policy will apply to all personal information that you have provided on their behalf and you should bring this privacy policy to their attention.

## GENERAL

Your privacy and data protection is very important to us and we comply with all aspects of the Data Protection legislation and ensure that any third parties we engage do so. You can find out more about your rights to data from the Information Commissioners Office. We're based in the UK and your information will not be transferred outside the European Economic Area.

## HOW LONG WILL WE HOLD YOUR PERSONAL INFORMATION?

We will only use your personal information when one or more of the following apply:

- Where we need to process personal information to perform the contract we have entered into with you or to take steps to enter into a contract with you
  - Where we need to comply with any legal or statutory obligation
- Where it is necessary for our legitimate interests and your interests and rights do not override those interests. • Where we have your consent.
- Your personal information may be used by us to enable us to complete your booking or related travel arrangements, to manage your account, to invite you to leave a review about our services, to send service messages to you, to manage customer service queries including complaints and call recording, to personalize our services to you and to carry out marketing activities and statistical evaluation.
- We may also use your personal information to comply with Government advice or guidance and to enforce our booking conditions and other agreements, crime prevention, security, fraud or technical issues.
- We will only hold your personal information which you have consented for us to use for as long as necessary. When deciding the appropriate retention period, we will take into account the amount, nature and sensitivity of the information, the potential risk of harm from unauthorized use or disclosure and any legal or regulatory requirements or relevant industry standards or guidelines. When your information is no longer required, it will be disposed of or deleted in a secure manner. You may remove your consent at any time. To add, update or delete any information we hold please contact us on the details below. We will then update your records if we can.

## YOUR RIGHTS

You have a number of rights in relation to your personal information. Under certain circumstances you have the right to:

- Request access to your personal information (commonly known as “Subject Access Request”)
  - Request rectification of the personal information that we hold about you
  - Request erasure of your personal information (commonly known as “the right to be forgotten”)
- Object to processing of your personal information where we are relying on legitimate interests to process it or use it for direct marketing
- Request restriction of processing of your personal information this enable you to ask us to limit the way we process your personal information for example if you dispute the accuracy of the data we hold about you.
  - Data Portability
- Withdraw your consent where we rely on your consent to process your data
- If you wish to exercise any of these rights, please get in touch using the contact details below. We aim to respond to requests within one month. We may need to request information from you to help us to confirm your identity and/or identify the information you are referring to. This security measure is in place to ensure that personal information is not disclosed to any person who has no right to receive it.
- You are not required to pay any fee or charge to exercise any of these rights unless your request is unfounded or excessive in which case, we may be entitled to charge a reasonable fee or refuse to comply with your request.