

GDPR - Privacy Policy Statement

Our Business

Padstow Cove Holidays (PCH) is a privately owned and run small business operating from “Furzelea”, Hatt Common, Ball Hill, Newbury, Berkshire, RG20 0NQ in the UK. We are a Holiday Letting business, renting out our single privately owned property: 2, Dennis Cove, Dennis Lane, Padstow Cornwall PL28 8DP in the UK. We are a Data Controller.

Personal Data We Collect

We collect the following personal data: names and addresses of all guests and ages of guests under 18. E-mail address, home and mobile telephone numbers. We do not harvest or store any financial information (banking details etc.).

We obtain personal data from the Booking Form guests fill out and/or passed to us by the Inn Style Company (a Data Processor) that conduct on-line bookings on our behalf or otherwise from guest telephone enquiries, all in response to our general advertisements.

Use of Personal Data

We use stored personal data solely for the purposes of providing holiday accommodation and guest services (linens, towels and any specific guest requirements).

Access to Personal Data

Only the company owners have access to personal data – the housekeeper does not.

Storage of Personal Data

We store personal data locally only at our operating address. Data is stored on two laptop-PC's and backed-up on a USB memory stick and a hard copy printout.

Data Security

All reasonable practicable procedures are adopted to secure data, steps are taken to ensure data is not accessible to the public domain and is not shared with any other persons or organisations other than with the emergency services and insurers should a damage claim arise and it is deemed necessary. Guests will be informed should this remote situation arise.

Data Erasure & Destruction

Data is stored for a maximum of three years for legal and financial purposes. Steps are taken to ensure Computer files are deleted and paper copies securely shredded.

PCH Marketing Policy

PCH advertises only generally, we do not conduct any “direct marketing” activities using stored data to contact guests after their holiday – unless guests specifically solicit further contact directly.

Routine Guest Contact

Once contact is solicited via an guest accommodation enquiry, however received, PCH will routinely contact guests as required to obtain personal data, conduct payments, deliver holiday information and conduct any relevant post-holiday business – lost belonging's , property damage etc. These communications are deemed “mutually beneficial” .

Guest Comments Book

PCH regularly harvests comments voluntarily entered into the Guest Book and posts them on the “Testimonial” page of our web site – this is done honestly and in good faith as a reference for future prospective customers. Initial's or surnames and town of residence only are posted, so specific personal identification is protected. This is made clear on the Booking form and an “opt-out” option box provided for guest veto.

Guest Access to Stored Personal Data

Guests have the right to access stored personal data or request it's destruction at any time either by e-mail: info@padstowcoveholidays.co.uk or in writing by post: “Furzelea”, Hatt Common, Ball Hill, Newbury, Berkshire, RG20 0NQ in the UK.

P.C.H. 21/05/2018