

Hawthorne Holidays Ltd Privacy Policy

Your privacy is of upmost importance to us at Hawthorn Holidays. We promise to respect your privacy, and aim to comply with the latest data protection regulations. This policy explains how we collect and handle data relating to visitors to our website. Please note that this policy may be altered and revised in the future. This policy was updated in August 2020.

Who collects the information?

The information is being collected by Hawthorn Holidays Ltd, in respect of your booking at Hawthorn Hideaway, the person responsible for handling data is Ronald Lee, who can be contacted via email at enquiries@hawthornhideaway.com, or by writing to Ronald Lee, Hawthorn Holidays Ltd, Hawthorne Lodge, Walkeringham, DN10 4LZ. Alternatively, phone: 07515 860481.

In the context of providing booking software to accommodation providers to facilitate online booking, Freetobook and the accommodation provider shall together operate as joint data controllers for the processing of your personal data.

3rd party providers we pass information to include our therapist and Wix for the booking of our addition services. We will only pass on the minimum amount of information required for them to make contact with you directly to arrange your service. We will only pass on such information if you have selected such or asked us to arrange a service. Service providers will then be responsible themselves for any additional data they collect.

How do we collect information?

Information can be collected in the following ways:

- Contact via our enquiry form.
- A sign up to our mailing list.
- Via an online booking.
- Booking of additional services.

Anonymous data (data relating to your computer or device, not to you personally) is also collected whenever someone merely visits one of our web pages. This uses the Wix & Google Analytics service (see below), and it involves the use of cookies (see below).

What information is collected?

For enquiries and/or bookings we will only collect the minimum information required for the purposes of being able to contact you and make an accurate record of the booking and process any payments relating to it.

The anonymous data relating to website traffic is limited to details of the device or connection being used to access our website (including the IP address of your computer, the country the connection is made from, the browser, etc.) and a record of the pages visited, plus the time spent on each page.

How is your data used?

When you contact us, make a booking or sign up for our newsletter, your data is only used for the corresponding purposes. We will not pass your contact details and other personal data to a third party, unless necessary, for example to an outside 3rd party service provider such as our therapist if you have requested any such service.

Some data will also be used for internal record keeping (e.g. for the accounts that we are legally obliged to maintain), and to help us assess how to improve the services that we offer.

Anonymous data collected from cookies is used purely to compile statistics regarding the website traffic so that we can judge how well the website is performing. The data is collected and the statistics are compiled using software on our hosting site Wix and Google Analytics service. Click for [general information about how Google's services impact your privacy](#), or click for [the Google Analytics privacy policy](#). General information regarding Wix privacy policy can be found here: <https://www.wix.com/about/privacy> Information regarding bookings may also be held by our booking host Freetobook there is a link to their privacy policy on you booking. Policy can also be found here: https://en.freetobook.com/policies/privacy_policy.php#:~:text=In%20accordance%20with%20General%20Data,and%20misuse%20of%20personal%20information.&text=on%20our%20servers.-,Only%20authorised%20personnel%20are%20permitted%20to%20access%20personal,the%20course%20of%20their%20work.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your personal information with third parties for marketing purposes. Personal information will only be given to a third party when we are legally obliged to do so.

Anonymous data derived from cookies may be shared with third parties, but only for technical purposes, not marketing ones.

Your consent

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. You can change your marketing preferences at any time by contacting us by email: enquiries@hawthornhideaway.com or telephone on 07515860481.

How you can access and update your information

The accuracy of your information is important. If you change your email address, or if you believe any of the other information we hold is inaccurate or out of date, please email us at: enquiries@hawthornhideaway.com, or write to us at: Hawthorn Holidays, Hawthorne Lodge, Brickyard Lane, Walkeringham, DN10 4LZ. Alternatively, you can telephone 07515860481. We will promptly correct any information found to be incorrect.

You have the right to ask for a copy of the information we hold about you, and this will be sent to you in electronic format free of charge.

Your right to restriction

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for marketing purposes;
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at enquiries@hawthornhideaway.com;
- If you do not want Google Analytics to compile anonymous statistics about the interaction between your device and our website, you can download and install the Google Analytics Opt-Out Browser Add On.

Your right to be forgotten

Data will only be stored for as long as it is needed. Unnecessary data will be erased.

The security of your information

When details such as your name and email address are submitted via a contact form or email, this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Payment security

If you provide payment information, this will be processed directly by secure PCI Level 1 compliant payment gateway providers.

Reviews

You may also be asked to send feedback after your stay in order for the property to further improve their service. Your email address will be used for this purpose. If you complete a review it may be posted on the property website, Facebook page, Twitter, TripAdvisor or Google Plus. However, no identifying details will ever be attached to a review posting.

Breach notification

If we hold records of your personal data and we become aware of a data breach, we will endeavour to inform you of this within 72 hours.

Links to other websites

Our website contains links to other websites of interest. You should note that we do not have any control over those websites, and so cannot be responsible for the protection and privacy of any information which you provide whilst visiting them.

Track & Trace

During the Covid 19 pandemic we are required to hold names and contact numbers for anyone visiting the site. We will hold this information for 30 days only.

Cookies

A cookie is a small file sent to your computer's hard drive by a web page that you visit. Cookies allow web applications to recognise your device (not you personally) as you move from one page on the site to another, or if you revisit the site within a certain period of time. If you express a preference on a web page, for instance, that preference can then be recalled in the future. A cookie in no way gives us access to other files on your computer or to any other of your device's functions.

Cookies

A cookie is a small amount of data that is placed in the browser of your computer or on your mobile device. These cookies are used only to help you make a smooth booking and contain information like the date searched and language of booking. There is a difference between session cookies and persistent cookies. Session cookies will only exist until you close your browser. Persistent cookies have a longer lifespan and are not automatically deleted once you close your browser. We use persistent cookies in Google Analytics to analyse visitor traffic and behaviour. By using Freetobook website, Hawthorn Hideaway website or proceeding with a booking, you are consenting to the above use of cookies

What to do if you don't want cookies to be set

If you prefer, it is possible to block some or all cookies, or even to delete cookies that have already been set; but you need to be aware that some functions of the website might become inoperable. If you use the Internet Explorer browser, find out more info [HERE](#). If you use Firefox, see the information [HERE](#). If you are using Safari, see [HERE](#).

Acceptance of these terms

By using our website, you signify your acceptance of the terms of our privacy policy. If you do not agree to the terms of our privacy policy, please do not use our website. Your continued use of our website following the posting of any changes to our privacy policy will mean that you accept those changes.