

PRIVACY POLICY

Who we are

Hillend Guest Cottage is a self catering rental accommodation. Hillend Guest Cottage registered address is Hillend Guest Cottage, c/o Hillend Cottage, Moffat, Dumfriesshire DG10 9LE

This Privacy Policy relates to information which is obtained by the owners / proprietors or Hillend Guest Cottage and for which owners / proprietors are the Data Controller.

Hillend Guest Cottage purpose

The objects of Hillend Guest Cottage is to provide weekly holiday rental accommodation and occasional short breaks for those holidaying in the area.

Information relevant to accommodation guests will NOT be stored within view of any visitor/s to Hillend Guest Cottage or Hillend Cottage (either by paper or electronic storage).

Why we hold and process visitors personal data

We hold and process guests data:

- To keep a record of those that have stayed at the accommodation and our communications with them
- To send our guests information about the accommodation where we have their consent or are otherwise allowed to
- To fulfil obligations entered into with those renting the holiday accommodation
- To support guests

To ensure we do not send unwanted information to accommodation guests or members of the public who have informed us they do not wish to be contacted

When & why we send you communications

We will only contact you for marketing purposes - for example keep you up to date on your stay, or let you know information to support your stay - where we have your consent or we are otherwise allowed to do so.

You can update or withdraw your consent at any time, for individual channels of communication, or for all channels. See section 11 for details on how to do this.

Reasons why you may receive information from Hillend Guest Cottage

Booking the accommodation gives your consent for us to contact you for the purposes above.

Information requests where you have requested information about the accommodation or the area gives your consent for us to contact you for the purposes above.

Contracts where processing is necessary for the performance of a contract to which you are party gives your consent for us to contact you for the purposes above.

How and when we collect information

Owners / Proprietors of Hillend Guest Cottage may collect your personal data in the following circumstances:

- a. When you give it to us DIRECTLY

You may give us your personal data directly when you email or telephone us to book or request information concerning Hillend Guest Cottage. Also via any booking forms that may be available by booking directly with us

- b. When you give it to us INDIRECTLY by way of booking with one of our booking agents.
- c. When you access Hillend Guest Cottage Social Media

We might also obtain your personal data through your use of social media such as Facebook, WhatsApp, Twitter or LinkedIn, depending on your settings or the privacy policies of these social media and messaging services. To change your settings on these services, please refer to their privacy notices, which will tell you how to do this.

<https://www.facebook.com/policy.php>

<https://twitter.com/en/privacy>

<https://www.whatsapp.com/legal/#privacy-policy>

<https://www.linkedin.com/legal/privacy-policy>

d. When we use cookies

Cookies are created by your web browser when you visit our website www.moffatwater.co.uk. Every time you go back to our website, your browser will send the cookie file back to the website's server. They improve your experience of using our website, for example, by remembering your preference settings so that you are presented with information likely to be most relevant to you, and by measuring your use of the website to enable us to continuously improve our website to ensure that it meets your needs. Cookies can also be used to show you relevant Hillend Guest Cottage content on social media services such as Facebook - these are known as 'retargeting' or 'advertising' cookies.

If you visit our website as an anonymous visitor (e.g. you switch off cookies), we may still collect certain information from your browser, such as the IP address (an IP address is a number that can uniquely identify a computer or other internet device).

The Hillend Guest Cottage website www.moffatwater.co.uk contains hyperlinks to agents and other websites owned and operated by other organisations. These third-party websites have their own privacy policies, including policies on their use of cookies, and we urge you to review them. They will govern the use of personal information you submit or which is collected by cookies whilst visiting their websites. We cannot accept any responsibility or liability for the privacy practices of such third-party websites and your use of such websites is at your own risk.

What information Hillend Guest Cottage collect about you

We only collect personal data relevant to the type of transactions you have with Hillend Guest Cottage accommodation.

For example, when you request information, contact us about Hillend Guest Cottage, or sign up to any of Hillend Guest Cottage services or online content or if you telephone, email, write to or text us, or engage with us via social media channels, we may receive and retain personal information about you.

The information we collect is relevant to the type of transaction you are entering into with details such as your name, email address, postal address, telephone or mobile number.

Sensitive Personal Data

We do not collect "sensitive personal data" about our visitors, e.g. health status, unless there is a clear reason for doing so - where we need this to ensure that we provide appropriate facilities or support to you during your stay.

How will Owners / Proprietors of Hillend Guest Cottage use your personal data

We will use your personal information for the following purposes:

- a. **For administrative reasons**, including:
 - "service administration", which means that we may contact you for reasons related to administering any consented communication, administering accommodation information or content you have signed up for;
 - in relation to correspondence you have entered into with us whether by letter, email, text, social media, message board or any other means, and to contact you about any content you provide;
 - for internal record keeping so as to keep a record of your relationship with us;
 - to keep your data up to date - for instance we use the Royal Mail's data on postal address changes to ensure that we can maintain contact with you where we believe you are happy to be contacted by post.
 - to implement any instructions you give us to with regard to withdrawing consent to send.

Will Owners / Proprietors of Hillend Guest Cottage share your information with anyone else

We will only use your information within the office at Hillend Cottage for the purposes for which it was obtained. Your details will also be shared with booking agents where you make your booking via their booking service. Names of anyone acting for or acting against us may be included in relevant accounts or papers.

We Cottage will not, under any circumstances, share or sell your personal data with any third party for their own marketing purposes, and you will not receive marketing from any other companies, charities or other organisations as a result of giving your details directly to us. However we are not responsible for third-party booking agents who have their own privacy policies, and we urge you to review them. They will govern the use of personal information you submit or which is collected when booking through them or visiting their websites. We cannot accept any responsibility or liability for the privacy practices of such third-party websites and your use of such booking agents or websites is at your own risk.

Facebook and other Social Media Sites

There are two ways to prevent social media use of your data, you can either update your preferences at Hillend Guest Cottage by opting out of the relevant channel of communication or you can do this via the social media site:

Facebook: <https://www.facebook.com/help/568137493302217>

LinkedIn: <https://www.linkedin.com/help/linkedin/answer/62931>

Twitter: <https://business.twitter.com/en/help/troubleshooting/how-twitter-ads-work.html>

Updating your preferences with Hillend Guest Cottage will not guarantee that you never see Hillend Guest Cottage content on social media, since the social media site may select you based on other criteria and without your data having been provided by Hillend Guest Cottage.

Where legally required

We will also comply with legal requests where disclosure is required or permitted by law (for example to government bodies for tax purposes or law enforcement agencies for the prevention and detection of crime, subject to such bodies providing us with a relevant request in writing).

Your data is not processed outside the UK.

Breach of privacy or data protection

In the event a breach of privacy or breach of data protection occurs individuals and any necessary authorities will be notified promptly and action taken to rectify the breach.

How long will Owners / Proprietors of Hillend Guest Cottage keep your information

We will hold your personal information on our systems for as long as is necessary for the relevant activity, for example we will keep a record of your stay for 10 years to comply with HMRC rules.

If you request that we stop sending you marketing materials we will keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.

Where you contribute material to us, e.g. user generated content we will only keep your content for as long as is reasonably required for the purpose(s) for which it was submitted unless otherwise stated at the point of generation.

All personal data is stored securely and access is limited to the minimum number of relevant staff. It is deleted when no longer relevant by burning or electronic deletion, is never shared with third parties, and is available to you at any point should you wish to see it.

The Hillend Guest Cottage abide by GDPR (General Data Protection Regulation) rights:

- 1. The right to be informed**
- 2. The right of access**
- 3. The right to rectification**
- 4. The right to erasure**
- 5. The right to restrict processing**
- 6. The right to data portability**
- 7. The right to object**
- 8. Rights in relation to automated decision making and profiling**

How to control what we send you or request we update your personal information

The accuracy of your information is really important to us. We want to ensure that we are able to communicate with you in ways that you are happy with, and to provide you with information that is of interest.

If you wish to change how we communicate with you, or update the information we hold, then please contact us:

- email us at changes@moffatminerals.co.uk
- write to us at: Changes, Moffat Minerals, Moffat, Dumfriesshire DG10 9LE
- call us on 01683 221853

How long will it take for these changes to be effective?

We endeavour to meet the following service levels where guests request we do not send them marketing information:

- Email - 24 hours from receipt of email
- Telephone - 24 hours from receipt of request to opt out
- Mail - 28 days from receipt of 'do not mail' request.

Right to see info

You have the right to request a copy of the personal information we hold about you and to have any inaccuracies corrected.

Please supply a First Class A4 large letter addressed envelope and details about yourself and the information you are seeking. Proof of your identity, including your name, date of birth, current address (e.g. a copy of your birth certificate, passport or driving licence). Proof of current address (e.g. a bank statement, recent utility bill or council tax bill).

Please address requests and questions about this Privacy Policy to the Data Protection Officer, Hillend Guest Cottage, Moffat, Dumfriesshire DG10 9LE

We will reply within 1 month of receiving your request.

Hillend Guest Cottages use of cookies

How to control and delete cookies

If you wish to restrict or block the cookies which are set by any website, you can do this through your browser settings. The Help function within your browser should tell you how.

Alternatively, you may wish to visit www.aboutcookies.org which contains comprehensive information on how to do this on a wide variety of browsers. You will also find details on how to delete cookies from your computer as well as more general information about cookies. For information on how to do this on the browser of your mobile phone you will need to refer to your handset manual.

Please be aware that restricting cookies may impact on the functionality of any website.

The Hillend Guest Cottage website uses Google Analytics, a web analytics service provided by Google, Inc. Google Analytics sets a cookie in order to evaluate your use of the website and compile reports for us on activity on the site.

Google Analytics Google stores the information collected by the cookie on servers in the United States of America. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. By using the Hillend Guest Cottage website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

How to reject or delete this cookie

<https://www.google.com/intl/en/privacypolicy.html>

Cookies set by Third Party sites

To enrich our content, we sometimes include links to other sites. As a result, when you visit a page via a link from our website, these sites may set a cookie.

The owners / proprietors of Hillend Guest Cottage do not control the dissemination of these cookies and you should check the relevant third party website for more information about these.

How to make complains about this privacy policy or raise privacy concerns

If you would like more information, or have any questions about this policy, please contact us by email at changes@moffatwater.co.uk or write to us at: Hillend Cottage, Moffat, Dumfriesshire DG10 9LE

You also have the right to make a complaint direct to the UK's data protection authority, the Information Commissioner's Office (ICO). The ICO can be contacted at: <https://ico.org.uk/global/contact-us/>

Concerns can be also be logged via the [ICO website](#).

Changes to Hillend Guest Cottages privacy policy

This Privacy Policy may be updated from time to time so you may wish to check it each time you submit personal information to us. The date of the most recent revisions will appear on this page. If you do not agree to these changes, please do not continue to use our website to submit personal information to us. If material changes are made to the Privacy Policy we will notify you by placing a prominent notice on the website.