

# The Old Pump House

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## **Security & Privacy Policy**

### **About this policy**

The owners of The Old Pump House ("We") are committed to respecting and protecting privacy of our clients ("You") and to the security of the data we hold about you. This policy sets out the basis on which any personal data we collect from you is processed by us. By visiting [theoldpumphouse.co.uk](http://theoldpumphouse.co.uk), contacting us or placing a booking with us, you are accepting and consenting to the practices described in this policy.

### **Information we collect about you**

If you choose to make a booking with us or make an enquiry we will collect details that you provide in relation to that booking or enquiry. Information held can include your title, name, contact details, payment details, information about people staying with you, booking date and duration, payment date and amount, supplementary information about your booking, bank account details, marketing email preferences, and any additional information we may need to help meet your specific requirements.

### **How we use your personal data**

The information you provide may be used in a number of ways, for example:

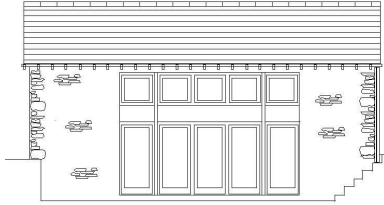
- To enable us to manage bookings
- For statistical purposes when we evaluate our service
- To manage customer queries
- To help us to provide details or information you may have requested.

### **Legal Basis**

We will always process your personal data on lawful grounds and in particular on the grounds set out below:-

#### **Performance of a Contract**

If you make a booking through us we will use the details that you give to provide that booking to you. If you do not provide us with this information, then we may not be able to proceed with the booking.



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### **Consent**

We may use your name and contact details to contact you about discounted prices, last minute deals or other updates which we think may be of interest to you. You can ask us to stop doing so at any time by updating your preferences online by visiting the following URL:

<https://www.theoldpumphouse.co.uk/wp/personal-data/>

### **Legal Obligation**

We may also use and disclose your personal data for compliance purposes, as required by any legal or taxation authority and to the extent that we are required to do so by law or regulation.

### **Sharing of your personal data**

We may use and disclose your personal data without your permission in connection with any legal proceedings or prospective legal proceedings, to legal and taxation authorities, to prevent crime and in order to establish, exercise or defend our legal rights.

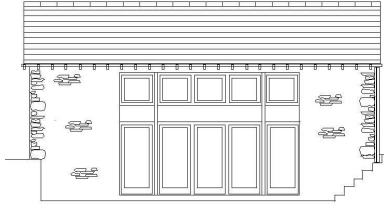
We will not share your personal data with third parties for any other purpose.

### **Storage of your personal data**

All information you provide to us, with the exception of your Bank Account details, is stored on secure servers operated by a third party, and may be transferred to, and stored at a destination outside the UK. By providing us with your personal data, you agree to this transfer, storing and/or processing.

Bank Account details that you send to us will be stored in encrypted form on our own computer, but are not stored within our database or on any server. Any Email containing Bank Account details is deleted once the details have been extracted.

We will take all reasonable steps to ensure that your data is stored securely and in accordance with this privacy policy.



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### **Obtaining a copy of your personal data**

You can obtain a copy of all the personal data we hold on you by email, using our online form. This also includes the option to include a file export of the data in Tab Separated Text form. You can find the form at the following URL:

<https://www.theoldpumphouse.co.uk/wp/personal-data/>

### **Updating your personal data**

You can update your preference for marketing emails, at any time, by requesting a copy of your personal data, and following the instructions in the email that we send you. To request any other changes to your personal data, please use the enquiry form on our website.

### **How long we hold your personal data**

Your personal data is only stored whilst it is required for the relevant purposes or to meet legal requirements. Where your information is no longer required, we will ensure it is disposed of or deleted in a secure manner.

### **Your rights**

You have the right to ask us at any time:-

- To send you a copy of any personal data that we hold about you
- To correct any inaccuracies in your personal data and to add relevant details where the personal data we hold is incomplete
- To delete (to the extent possible) any of your personal data, where we are required by law to do so
- To stop processing your personal data, where we are required by law to do so
- To let you have a portable copy of the personal data we hold about you, where we are required by law to do so
- To stop processing any of your personal data that we process on the basis of our legitimate interests
- To stop sending you marketing material.

### **Contact**

You may contact us using the contact page on our website at the following URL:

<https://www.theoldpumphouse.co.uk/contactus.php>