



Howgills Accommodation Privacy Policy

Howgills Accommodation is committed to ensuring that your privacy is protected. This Privacy Policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information and the procedures that we have in place to safeguard your privacy.

1. The information we collect and how we use it

When you enquire about our Accommodation or request general information, we need to know your name and other information to correspond with you. This includes your e-mail address and telephone number.

If you make a reservation directly with us, we use a booking management system called 'SuperControl'. SuperControl is fully compliant with GDPR.

SuperControl does not store or capture any personal data that isn't strictly needed for the booking process nor does it transfer any personal data to any other party if it is not part of the booking process.

All credit card data is already super secure with the PCI level 1 compliance of HolidayRentPayment, Stripe and PCI Card Storage.

There is a right for your data to be forgotten (following your stay with us, or in the case of a cancellation) and please contact us if this is the case. Full contact details are available in section 5. We will remove the information from your booking and replacing it with something anonymous.

Also you have a right to access the data (booking information) that we store in our SuperControl management system. Please get in touch and our contact details are available in section 5.

On occasions, we work with third party suppliers (for example a guest may wish to organise a caterer for their stay). Our standard policy is to pass on the contact details of the third supplier to you, for you to arrange and provide all of the relevant information directly with them.

We may also use aggregate information and statistics for the purposes of monitoring web site usage in order to help us develop the web site and our service and may provide such aggregate information to third parties. These statistics will not include information that can be used to identify any individual. We may also wish to provide you with information about special features of our web site or any special service or products which we think may be of interest to you. We may provide this information email. If you would rather not receive this information please click on the 'unsubscribe' button at the bottom of the page and your email address will be automatically removed.

2. How we protect your information

All credit card data is already super secure with the PCI level 1 compliance of HolidayRentPayment, Stripe and PCI Card Storage using our SuperControl management system.

We have a policy in place for PC password security at Howgills Accommodation.

Firewalls are used to block unauthorised traffic to the servers and the actual servers are in a secure location which can only be accessed by authorised personnel.

3. Updating your details

If any of the information that you have provided to Howgills Accommodation changes (for example if you change your e-mail address, name or payment details or if you wish to cancel your reservation) please let us know. Please contact us using the contact details in section 5.

4. Your consent

By submitting your information, you give your consent to the use of that information as set out in this Privacy Policy. If we change our Privacy Policy, we will post the changes on this page, and may place notices on other pages of the web site, so that you may be aware of the information we collect and how we use it at all times. We will also e-mail you should we make any changes so that you may consent to our use of your information in that way. Continued use of this website will signify that you agree to any such changes. Because the Internet infrastructure is global, the information you provide may be transferred outside the European Union. However, we will continue to abide by and apply the data protection and data security laws and principles as set out by the European Union.

5. How to contact Howgills Accommodation

We welcome your views about our website and our Privacy Policy. If you would like to contact us with any queries or comments, please send an

e-mail info@howgillsaccommodation.co.uk

phone 0800 8 32 16 32

In writing: Howgills Accommodation Ltd, 59 Main Street, Sedbergh, LA10 5 AB.

7. Phone Calls

Calls are recorded for quality monitoring and training purposes.