

Privacy & Cookie Policies

Privacy Policy

Introduction

This is the Privacy Policy of **One Drake Road B&B**.

In this document, “we”, “our”, or “us” refer to One Drake Road Bed and Breakfast.

Our address is 1 Drake Road, PL190AU.

For the purpose of the General Data Protection Regulations (the GDPR), the Data Controller is One Drake Road Bed and Breakfast. Our nominated representative for the purpose of the Act and your point of contact for any enquiries or communications about this policy is Iain White-Duncan. We have tried to make the Policy as easy to understand as possible, but please do contact us if you have any queries.

Your privacy is important to us

We are committed to protecting your personal data privacy. This privacy policy sets out the basis on which any personal data we collect from you, or that you provide us with, will be processed by us. By using our website and by providing us with your personal data, you consent to the data practices described in our policy.

Collection of personal information

Personal information is anything which identifies you personally whether directly (e.g. your name, phone number, email address, postal address) or indirectly (e.g. information about your use of our services).

We may collect and process the following data about you:

Personal information you give us

We may receive this information when you, for example:

- complete any of the forms on our website, e.g. contact forms, application forms, enquiry forms, booking request forms, testimonial forms, newsletter or any other subscription forms, etc.
- use Facebook Messenger or Live Chat on our website
- post any information on our website
- carry out any transaction on our website
- email us, phone us, or contact us in any other way, including via social media
- request a quote / place an order / provide us with information required for invoicing

In addition, we collect the information you give us about changes / updates to your personal information, contact preferences, etc, and when you report a problem with our website. The personally identifiable information could include, but is not restricted to: name, email address, telephone number, postal address, photos for promotional purposes, financial.

Information we collect about you

When you visit our website, we may automatically collect certain information. We use Google Analytics on our website.

Technical Information

This is information about your computer hardware and software, such as:

- your IP address, your login information, browser type, browser version, domain names, access times and time zone settings, browser plug-in types and versions, operating system and platform; referring website addresses.

Information about your visit to our website, such as:

- weblogs, length of visit, pages viewed, time on pages, flow through the website, the products or services you viewed or searched for, page response times, download errors, actions taken on the website (calls, links, downloads etc), page interaction information etc.

Other Information

We may also collect and process information about you from other sources, e.g. social media if you ask us to connect with your page / account. We may record calls for quality and training purposes.

How we use your personal information

We must have a lawful basis for processing your data – this could be:

- Consent; Contract; Legal obligation; Vital interests; Public Task; Legitimate interests; Special category data; Criminal offence data

We have reviewed the purposes of our processing activities and selected the most appropriate lawful basis or bases for each activity. We have checked that the processing is necessary for the relevant purpose, and are satisfied that there is no other reasonable way to achieve that purpose.

Personal information is used by us:

- to provide our products and services to our clients in accordance with their order, agreement, contract – legal basis: contract
- to invoice our clients – legal basis: contract
- to notify you about changes to our products or services – legal basis: contract
- to maintain and improve the quality of our products and services for our clients and new clients – legal basis: legitimate interests
- to provide existing clients and others **who have given consent** to receive newsletters or other marketing communications with relevant information – legal basis: consent
- to provide general statistics regarding the use of our website, in order to improve it in the future – legal basis: legitimate interests.

We will only ever use the information you have provided for the purpose it has been collected for. For example, if you provide us with your email address for a service enquiry, we will not add your email address to a newsletter database for email marketing, without your consent.

If you are an existing client, we use your information to provide you with information on relevant services, products and offers, given your consent. You have the right to ask us to stop contacting you for marketing purposes at any time. **We do not sell, rent or lease our customer lists to third parties.**

How we will share your data

In some instances we may use third party service providers such as agents, subcontractors and other organisations to help us provide quality, timely products and services to you. Please contact us if you would like further information. All third parties are vetted for quality.

We may use third party software / systems in order to provide our products and services to you, e.g. booking software, quoting software, invoicing software, payment gateways, donation software, email marketing software, etc. Please contact us if you would like further / more specific information on this. We will be very happy to provide it.

In some instances, we may transfer some personal information outside of the EEA to carefully selected outside companies working with us or on our behalf for the purposes described in this Privacy Policy. For example, Mailchimp email marketing uses US-based data centres. We may also store personal information outside of the EEA.

Data storage and retention

If you send us an email or complete a form on our website, the information will be stored in our email system. If you enter information onto our website, such as registration / user information, comments / posts, this information will be stored in our WordPress database. If you subscribe to a newsletter on our website, this information will be held in Mailchimp, email marketing software. You may withdraw consent at any point, and we will remove your data. Any website transactional data will be stored in WordPress. Please note: online bookings via our website are taken using Bed24 third-party software using the Stripe payment gateway.

We retain your data for only as long as we need it to provide our products and services to you, and to fulfill any regulatory obligations. When your personal data is no longer required, we will delete it from our systems.

Data security

Our website is protected by an SSL certificate. When installed on a web server, an SSL certificate activates the padlock and the https protocol and allows secure connections from a web server to a browser. (Typically, SSL is used to secure credit card transactions, data transfer and logins.)

We also have security plugins installed on our website carrying out regular monitoring and providing protection e.g. from unauthorised login attempts.

Your rights regarding your personal data

Under the GDPR (General Data Protection Regulation) you have the following rights:

- Right to be informed – about the collection and use of your personal data, as given in this Policy & our Cookie Policy
- Right of access – to your personal data – please contact us
- Right of rectification – we are obliged to correct or update your details – please contact us
- Right to erasure – you have the right to ask us to delete your personal data – also known as the “right to be forgotten”
- Right to restrict processing you have the right to request that we restrict or suppress the processing of your data – please contact us
- Right to data portability – you have the right to obtain and reuse your personal data for your own purposes – please contact us
- Right to object – you can object to us processing your personal data in some circumstances; you have the absolute right to stop your data being used for direct marketing
- Rights related to automated decision making including profiling – we do not use this

Links to other websites

Our website may contain links to other websites. This Privacy Policy does not apply to these websites. We encourage you to read their Privacy and Cookie Policies. We do not accept any liability or responsibility for the ways in which these other websites use your data – this remains at your own risk.

Changes to our Privacy Policy

Any changes we may make to our Privacy Policy in the future will be posted on this page.

Contact

Please don't hesitate to contact us with any enquiries about our Privacy Policy through our usual contact methods.

Cookie Policy

One Drake Road Bed & Breakfast (“We”, “Our”, “Us”)

What are cookies?

Cookies are small text files containing a string of characters that can be placed on your computer or mobile device that uniquely identify your browser or device. What are cookies used for?

Cookies allow a site or services to know if your computer or device has visited that site or service before.

Cookies can then be used to help understand how the site or service is being used, help you navigate between pages efficiently, help remember your preferences, and generally improve your browsing experience. Cookies can also help ensure marketing you see online is more relevant to you and your interests.

What types of cookies do we use?

There are generally four categories of cookies: “Strictly Necessary,” “Performance,” “Functionality,” and “Targeting.” We may use any of these categories of cookies on our Website at any time. You can find out more about each cookie category below.

1. Strictly Necessary Cookies

These cookies are essential, as they enable you to move around our website and use its features, such as accessing logged in or secure areas, where relevant.

2. Performance Cookies

These cookies collect information about how you have used our website. These cookies may be used to allow us to know that you have logged in (where relevant), so that we can serve you fresher content than a user who has never logged in. We also use cookies to track aggregate website usage and experiment with

and implement new features and changes on the website. The information collected is used to improve how the website works for you and all of our users.

3. Functionality Cookies

These are used to recognise our users when they return to our website. This allows us to personalise their website experience, e.g. by personalising content, greeting you by name and remembering your preferences, e.g. language choice.

4. Targeting Cookies

We, our advertising partners or other third party partners may use these types of cookies to deliver advertising that is relevant to your interests. These cookies can remember that your device has visited a website, and may also be able to track your device's browsing activity on other websites. This information may be shared with other companies or organisations, such as advertisers and/or advertising networks to deliver the advertising, and to help measure the effectiveness of an advertising campaign, or other business partners for the purpose of providing aggregate website usage statistics.

How long will cookies stay on my device?

The length of time a cookie will stay on your computer or mobile device depends on whether it is a "persistent" or "session" cookie. Session cookies will only stay on your device until you stop browsing. Persistent cookies stay on your computer or mobile device until they expire or are deleted.

First and third party cookies

First-party cookies are cookies that belong to Us, third-party cookies are cookies that another party places on your device through our website. Third-party cookies may be placed on your device by someone providing a service for Us, for example to help us understand how our website is being used. Third-party cookies may also be placed on your device by our business partners so that they can use them to advertise products and services to you elsewhere on the Internet.

How to control and delete cookies

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of our website.

If you wish to remove the cookies that we have stored in your web browser, then follow these steps. Please note only the latest version of each main browser is covered here. If you require details for alternative browsers and versions, then please refer to the Help file for that application.

You can also refer to this website for further useful information: <https://ico.org.uk/for-the-public/online/cookies/>

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