

**PRIVACY POLICY**

Orkney Breaks subscribes to the ICO and your right to privacy is very important to us.

In the following policy statement, full details of how we at Orkney Breaks safeguard your personal information are disclosed.

**Our contact details: ADDRESS** Ms. P.M.Green 3B The Old Creamery Pipe Gate Market Drayton Shropshire TF9 4HX.

**TEL:** 01630-647451/07973-421675. Email: [merle@merrenglee.co.uk](mailto:merle@merrenglee.co.uk)

**Website:** [www.orkneybreaks.co.uk](http://www.orkneybreaks.co.uk)

**Type of information held and how information is obtained:**

**We currently collect and process the following information:**

Information is obtained direct and voluntarily from guests booking the accommodation and such information to be: Names addresses telephone numbers email addresses, banking details for payment of hire charges. Hire charges and dates paid. Dates of holiday duration.

By agreeing to Item 4.in our Terms & Conditions in your submission of the booking form you have consented to the processing of the information you have provided. However, you have the right to withdraw consent, by contacting The Data Controller namely Ms Pamela Merle Green at details above.

We also have this information for legal purposes i.e. Accounting HMRC.

**How Your Information is used**

**The information is used by the owner/ Data Controller namely Ms. Pamela Merle Green and is shared with:**

- Housekeeper (presently Mrs Lynne Moore) via specific Housekeeper Form. Disclosure of guest information limited to the sharing of guest names, hire dates i.e. and any special requirements requested by guest and/or details of special arrangements for individual guest occupation as deemed necessary by the owner.
- Housekeeper is aware of the requirements to protect your privacy. To that end, housekeeping forms are returned by the Housekeeper to the Data Controller at the end of the booking and retained by Data Controller until disposal.
- Accountant for accounting purposes, namely ledger entries and receipt books to include guest names, dates of stay, hire charges, and methods of payment.
- The Emergency Services in the event of crime, incident or other as required by law.

## **How we store your information:**

### **Your information is securely stored:**

- In a designated secure office :
- Access restricted to Data Controller & Housekeeper Mrs. Lynne Moore.
- PC: Fully protected with password firewall and virus protection.
- External USB devices encrypted and password protected.
- Paper copies and receipt books kept securely in locked steel filing cabinets.

### **Under the General Data Protection Regulation (GDPR), the lawful bases on which we rely for processing this information are:**

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting The Data Controller Ms Pamela Merle Green 3B The Old Creamery Pipe Gate Market Drayton Shropshire TF9 4HX .  
TEL: 01630 647451 MOB /07973421675
- b) We have a legal obligation
- c) We have a vital interest
- d) We have a legitimate interest

We keep names addresses telephone numbers email addresses for 8 years. We will then dispose of your information by cross shredding and subsequent random mix of shred.

## **What we do with the information we have:**

### **We use the information you have given us in order to:**

- a) Keep an accurate electronic and paper record of your booking and requirements relating to such booking
- b) Contact you as and when necessary in relation to any booking you have made.
- c) Admit limited disclosure for housekeeping purposes.
- d) We will share information for housekeeping purposes to Mrs Lynne Moore Housekeeper, or any other person duly contracted to this position.
- e) We will share information with Contractors (restricted to guest name only with your prior consent where possible) when access is required in the event of urgent repair appliance failure, maintenance.
- f) We will share information with Emergency services in the event of crime or an emergency when records of guest data are required
- g) Send seasonal greetings by Royal Mail ( by Data Controller only)

## **Changes to this Privacy Policy**

We may revise this Privacy Policy from time to time to reflect changes in legislation and to our website. As a result, please visit this page periodically to keep up to date with any amendments which may have been made.

## **Your Data Protection Rights Protection Rights:**

### **Under Data Protection law, you have rights including:**

- a) **Your right of access** – you have the right to ask us for copies of your personal information.
- b) **Your right to rectification** – You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- c) **Your right to erasure** – You have the right to ask us to erase your personal information in certain circumstances.
- d) **Your right to restriction of processing** – You have the right to ask us to restrict the processing of your information in certain circumstances.
- e) **Your right to object to processing** – You have the right to object to the processing of your personal data in certain circumstances.
- f) **Your right to data portability** – You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact The Data Controller Ms Pamela Merle Green 3B The Old Creamery Pipe Gate Market Drayton Shropshire TF9 4HX . TEL: 01630 647451 MOB /07973421675 if you make a request.

### **How to complain:**

You can also complain to the ICO if you are unhappy with how we have used your data.

### **The ICO's address:**

Information Commissioner's Office,

Wycliffe House,

Water Lane,

Wilmslow,

Cheshire.

SK9 5AF .

Helpline number : 0303-123-1113