

**ROBIN HILL  
FARM COTTAGES**



## **ROBIN HILL FARM COTTAGES – PRIVACY POLICY**

Robin Hill Farm Cottages (we, us) are committed to respecting and protecting your privacy in accordance with the Data Protection Act 1998. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

For the purposes of the Data Protection Act the data controller is Robin Hill Farm Cottages, our nominated representative is Jill Turner.

**What information do we collect?** We may collect, store and use the following kinds of personal data:

- i) Information about your visits to and use of this website;
- ii) Information that you provide to us for the purpose of booking with us; via surveys; via competitions; or subscribing to our email notifications.
- iii) When you make a direct booking with us we will share your details with our booking system provider SuperControl for the purpose of them delivering their service to us. You consent to us providing your details to SuperControl for this purpose.
- iv) If you send us an e-mail message or complete an on-line form, we will use your e-mail/postal address and any information you provide to deal with and respond to your query or comments.

**When you visit this website**, your IP address, browser and version, operating system and the site you came from are stored in a log file. This information is only used for statistical purposes to help improve this site. Log files do not contain any personal information.

**How we use cookies:** A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Pages located on the secure.supercontrol.co.uk domain are powered by the SuperControl booking system for Robin Hill Farm Cottages. We store information about your visits to these pages using cookies which we can access when you visit our site in future. We do this to process on-line bookings.

We use a service provided by Google Analytics which counts page visits and traffic sources so we can measure and improve the performance of our website. We only use this information for statistical analysis purposes.

We do not use cookies for collecting personal information and we will not collect any information about you except that required for administration of the web server.

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 want to delete any cookies stored on your computer, please follow the instructions for your file management software to locate where cookies are stored. Our cookies will have the following file names:

- savedbooking-28569
- \_\_utma
- \_\_utmb
- \_\_utmc
- \_\_utmz

More information about Cookies can be seen at [www.aboutcookies.org](http://www.aboutcookies.org)

### **Use of Information**

Where requested, to email to you news of our activities, initiatives and events. You can inform us at any time if you no longer require such information to be sent to you.

We may share non-personal, statistical, or summary information with organisations working in partnership with us, such as our booking agent or as required by the local council to meet planning permission requirements regarding letting period.

We may be required by law to disclose information about you; in connection with any legal proceedings or prospective legal proceedings; in order to establish, exercise or defend our legal rights (including provision of information to others for the purposes of fraud prevention and reducing credit risk).

Except as provided in this privacy policy we will not provide your information to third parties.

**Security of Your Personal Data:** We have a legal duty to protect any information we collect from you and take appropriate measures to safeguard the information we hold from unauthorised access or improper use. Our database is stored in a secure, password protected location. Only users authorised by us have access to this data. Unfortunately, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data you send over the internet.

**Policy amendments:** We may update this privacy policy from time-to-time by posting a new version on our website.

**This privacy statement applies only to websites belonging to and operated by Robin Hill Farm Cottages.** We are not responsible for the content or privacy practices of third party web sites that may be linked to our web pages.

**Contact Us at [enquiries@robinhillfarmcottages.co.uk](mailto:enquiries@robinhillfarmcottages.co.uk) with any queries regarding this privacy policy or our treatment of your personal data.**

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