

## Keswick View – Privacy Policy

This policy sets out how Keswick View (“we”) process any personal data that we collect from you or that you provide to us through our website. We confirm that we will keep your information secure and that we will comply fully with all applicable UK Data Protection legislation and regulations.

Please read the following carefully to understand what happens to personal data that you choose to provide to us, or that we collect from you when you visit this site. By visiting our website you are accepting and consenting to the practices described in this policy.

### Types of information we may collect from you

We may collect, store and use the following kinds of personal information about individuals who visit and use our website:

**Information you supply to us.** You may supply us with information about yourself by filling in forms on our website or by other unstructured means, including phone, email and SMS. This includes information you provide when you make an enquiry or booking. The information you give us may include: personal details, including your name, address, e-mail address and phone number; booking-specific information, such as number of guests and booking dates; and marketing preferences regarding future contact with Keswick View.

**Information our website automatically collects about you.** We may automatically collect information regarding visits to our website, including the following:

- **technical information**, including a truncated and anonymised version of your Internet protocol (IP) address, browser type and version, operating system and platform;
- **information about your visit**, including what pages you visit, how long you are on the site, how you got to the site (including date and time); page response times, length of visit, what you click on, documents downloaded and download errors.
- **cookies.** Our website may use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

### How we may use the information we collect

We use the information in the following ways:

**Information you supply to us.** We may use this information:

- to provide you with information and/or services that you request from us;
- to provide marketing information based upon your stated preferences

**Information we may automatically collect about you.** We may use this information:

- to administer our site including troubleshooting and statistical purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- security and debugging as part of our efforts to keep our site safe and secure.

This information is collected anonymously and is not linked to information that identifies you as an individual.

## **Disclosure of your information**

We use a trusted third party “SuperControl” to manage our online booking process. We have a written contract with SuperControl to ensure that they will process your data on our behalf in compliance with all applicable Data Protection Laws.

SuperControl process any data collected through this website in a secure manner as instructed by us. SuperControl cannot access, provide, rectify or delete any data that they store on our behalf without our permission.

We do not rent, sell or share personal information about you with any other people or companies.

We will use all reasonable efforts to ensure that your personal data is not disclosed to regional/national institutions and authorities, unless required by law or other regulations.

Transmission of information via the Internet is not completely secure. Although we do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## **Third party links**

Our site contains links to and from third party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **Your rights – access to your personal data**

You have the right to ensure that your personal data is being processed lawfully (“Subject Access Right”). Your subject access right can be exercised in accordance with data protection laws and regulations. Any subject access request must be made in writing to the address detailed below. We will provide your personal data to you within the statutory time frames. To enable us to trace any of your personal data that we may be holding, we may need to request further information from you. If you have a complaint about how we have used your information, you have the right to complain to the Information Commissioner’s Office (ICO).

## **Changes to our privacy policy**

Any changes we may make to our privacy policy in the future will be posted on this page. Please check back to see any updates or changes to our privacy policy.

## **Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to Andrew Newton, Keswick View c/o Coldwell Lodge, Coldwell Lane, Sheffield S10 5TJ or by email to [enquiries@keswickview.co.uk](mailto:enquiries@keswickview.co.uk)