

PRIVACY POLICY

Last updated: 18/05/18

Here at Gwesty Ty Newydd, your privacy is important and we are committed to doing everything we can to protect any personal data that you give to us. Please continue reading this Privacy Notice to understand how we use and protect your personal data. Please also read our separate Cookie Statement, which explains how we use cookies and other similar technologies when you use our websites. If you have any questions about what we do with your personal data after reading this notice, feel free to contact us using the contact details provided below.

This Privacy Notice covers all platforms through which we offer travel-related services, this includes our Website and where you interact with us on social media such as Facebook (in which case you should also refer to those social media sites' privacy notices).

The data controller of the personal data referred to in this Privacy Notice is Gwesty Ty Newydd, Aberdaron, Pwllheli

All references in this Privacy Notice: to our "Website" refer to the website at www.gwesty_tynewydd.co.uk, to "we", "us" and "our" refer to Gwesty Ty Newydd Cyf; and to "you" and "your" are to you, the user.

What kind of personal data do we collect?

When you book a holiday with us, you will be required to provide us with certain information, including your name, address, e-mail address and phone number and payment information.

For more information about how we do this (and how to prevent this if you wish to do so), please contact us.

Personal data you give to us about others

If you are travelling with others or booking for someone else, you will need to give us personal data about them when making the booking, for example their name and age. It is your responsibility to ensure that anyone who you have provided personal data about is aware and happy that you have done so and is aware of how we use and process their information.

Personal Information we collect automatically

When you visit our Website, even if you don't make a booking, we will automatically collect certain information such as your IP address, the date and time you accessed the Website, the hardware, software or internet browser you use and information about your visit, including pages you viewed and interaction information.

If you are using a mobile device, we may collect data that identifies your mobile device, location details and any specific settings.

Personal data that we receive from others

We may also receive information about you from travel agents for the purpose of carrying out a booking you have made with that agent. In that circumstance, we will only use your personal data to carry out that booking unless we have your permission to do otherwise.

What do we do with your personal data?

Once we have collected the information about you, it will be used for the following purposes:

- **Bookings:** Put simply, we will use your personal data to provide to you the services that we sell, which may include flights, hotels, transport, insurance and other ancillary products. We need certain information about you, so we can fulfil our obligations contained in the contract that you enter into with us when you make a booking.
- **User Accounts:** The information that you provide when you set up an account on our website or app allows us to provide you with services including the ability to manage your bookings, personal settings and access to special offers.
- **To communicate with you in relation to your holiday:** We will use the contact information you have previously shared with us to communicate with you in relation to your holiday if needed.
- **Customer Services:** You are free to contact us about our services at any time, whether this is a general query, a question about your booking or to report a problem on our website.
- **Personalisation:** We will use information we hold about you, such as the products and services you have purchased from us in the past, to enable us to show you the products and services we think you will like on our website and communicate these with you.
- **Marketing:** Where you place an order with us and you have not opted out (or in any other case, if you have opted in to receive marketing by e-mail or text message), we may contact you by e-mail or text message with information about other goods and services that we offer.
- **Corporate transaction:** We may use your data in connection with a corporate transaction such as the sale of a subsidiary or a division, merger, consolidation or asset sale.
- **Promotional Activities:** If you participate in our promotions (such as surveys or competitions) we will use the information you provide to administer these activities.
- **Improving our services:** Sometimes we will use your data to help us improve the quality and functionality of the services that we offer. This includes:
 - analysing your recent visits to our website and app and how you move around different sections of our website and app for analytics purposes to understand how people use our website so that we can make it more intuitive.
 - troubleshooting, data analysis, testing, research and for statistical and survey purposes by us, all of which helps us to provide the best service that we can.

How and where will your data be processed?

Any information that we hold about you is stored on our secure servers and all payment transactions are encrypted. Only authorised personnel are permitted to access personal data in the course of their work. Whilst we do our best to protect your personal data, no information transferred over the internet can be guaranteed to be completely secure and you provide your information at your own risk.

What rights do you have in relation to your personal data?

You have the following rights in relation to the personal data that we hold about you:

- If you wish to **access, correct, update or request deletion** of your personal data, you can do so at any time.
- You can **object to processing** of your personal data, ask us to **restrict processing** of your personal data or **request portability** of your personal data.
- You have the right to **opt-out of marketing** communications we send you at any time.
- Similarly, if we have collected and process your personal data with your consent, then you can **withdraw your consent** at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal data conducted in reliance on lawful processing grounds other than consent.

- You have the right to **complain to a data protection authority** about our collection and use of your personal data. For more information, please contact your local data protection authority. The Information Commissioner's Office is the data protection authority for the UK.

How do we treat personal data of children?

Our Website is not intended to be used by children under 18 years of age. We only process information about children with the consent of the parents or legal guardians.

Changes to our Privacy Notice

We may update this Privacy Notice from time to time in response to changing legal, technical or business developments. When we update our Privacy Notice, we will take appropriate measures to inform you, consistent with the significance of the changes we make. We will obtain your consent to any material Privacy Notice changes if and where this is required by applicable data protection laws.

You can see when this Privacy Notice was last updated by checking the "last updated" date displayed at the top of this Privacy Notice.

How can you contact us?

If you have any questions about this Privacy Notice or wish to exercise any of your data protection rights, please contact our Data Protection Officer at:

Email: gwestytynewydd@btconnect.com