



## Privacy Notice and Policy

### Large Print:

Contact 01629 540262 or e-mail: [info@hoegrangeholidays.co.uk](mailto:info@hoegrangeholidays.co.uk)

This Privacy Notice sets out how Hoe Grange Holidays Limited uses and protects any personal information that you give us when you book a holiday with us or use our website. Please read this Privacy Notice carefully along with our Terms and Conditions.

Hoe Grange Holidays takes your privacy seriously and we are committed to protecting your personal information. If you provide us with certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this Privacy Notice.

### What information we collect

When making a booking we collect the following information about you:

- names and nationality of guests who will be staying (if you are not British we also record passport number, place of issue and next destination)
- contact information - home address, post code, e-mail address, and telephone numbers
- debit or credit card number to process payments through SagePay
- demographic information such as ages of any children, preferences and interests and where you found out about us
- other information relevant to customer surveys and/or offers

## **How we use the information we hold on you**

We require this information for legal reasons and to understand your needs and provide you with a better service:

- we use your home address as part of the card payment processing to validate the card
- we use your e-mail address to send you confirmation of your holiday booking and receipts for payments
- we send an e-mail with more details on how to find us and other information you may find useful during your stay
- after your stay we send you an e-mail regarding feedback and offering you ways to stay in contact with us on social media if you wish to do so
- we will not contact you by telephone unless in an emergency and/or we have been unable to contact you by e-mail
- for legal reasons we store your information for 7 years (data will then be deleted from our Supercontrol booking system, unless you request to remain on our distribution list)
- we may use the information to improve our products and services

## **Security – how is your data stored**

We are committed to ensuring that any information you give us is secure. We 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
- all of the personal and debit/credit card data you supply us with as part of the booking process, is stored securely on a third-party booking system, Supercontrol.
- neither we nor Supercontrol will share your information with any third party unless there is a legal reason to do so

## Marketing

We would like to stay in touch with you:

- to send information about our self-catering holidays, new products, special offers or local events
- we send occasional e-mails (3 or 4 times a year) to people on our distribution list. The distribution list is managed in a secure third-party system called Mailchimp
- neither we nor Mailchimp will pass your details onto any third party
- we may use the information you provide us to improve our products and services
- from time to time, we may also use your information to contact you for market research purposes via e-mail, or mail
- you can inform us at any time if you no longer wish to be contacted for marketing purposes by writing to us at the address below or e-mailing [info@hoegrangeholidays.co.uk](mailto:info@hoegrangeholidays.co.uk)

## Cookie Policy - how we use cookies

A cookie is a small file of letters and numbers that is stored in a temporary location on your computer to allow our website to distinguish you from other users of the website. Cookies collect anonymous information which is used to track visitor use of the website for statistical analysis purposes and then the data is removed from the system. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

- to enable online bookings we use cookies provided by Supercontrol
- to enable us to monitor the usage of our website and the success of our marketing, we use Google Analytics, which uses a variety of cookies
- cookies are not used to collect any other information from visitors to the website

- no personally identifiable data is kept within any of our cookies

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. We are not responsible for 3rd party cookies on other sites.

### **Accept and deny cookies**

You can modify your browser settings to accept or deny cookies from sites at any time. This will prevent a site from storing any cookies on your machine, however the functionality of the site may be impaired if cookies are turned off.

See AboutCookies website for more information.

### **Links to other websites**

Our website may contain links to other websites of interest. We have no control and are not responsible for the content or Cookies on any other websites. This Privacy Notice only applies to [www.hoegrangeholidays.co.uk](http://www.hoegrangeholidays.co.uk) so when you link to other websites you should exercise caution and read their own privacy notices.

### **Access to your information**

You have the right to request a copy of the information we hold about you.

If you would like a copy of this information, please e-mail us at [info@hoegrangeholidays.co.uk](mailto:info@hoegrangeholidays.co.uk)

- If you believe that any information we are holding on you is incorrect or incomplete, please write to or e-mail us and we will promptly correct it
- if you have previously agreed to us using your personal information for direct marketing purposes, you can change your mind at any time

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required to do so by law.

## **Changes to our Privacy Notice and Policy**

Our Privacy Notice and Policy is regularly reviewed and updated and posted on our website.

This Privacy Notice was last updated July 2019.

### **CCTV surveillance cameras**

We have CCTV surveillance cameras around the farm and self-catering accommodation. One looks at the farm yard entrance, one covers the farmyard, one covers the cycle shelter and glamping pod car park, one looks over the log cabin car park and some cover the barns.

- none of the cameras are pointed into guest bedrooms
- we use these cameras for the security of our property, ourselves, our staff, our animals, our guests and our guests' property
- the data is recorded securely on a local hard drive and is only kept for 10 days
- the only people to have access to this data are owners, David and Felicity Brown. The data can only be accessed via computer and an app on our smartphones, all of which are password protected.

### **How to contact us**

If you have any questions about this Privacy Notice and Policy or information we hold about you, please contact us by e-mail at [info@hoegrangeholidays.co.uk](mailto:info@hoegrangeholidays.co.uk) or write to

**Felicity Brown, Data Controller,  
Hoe Grange Holidays,  
Brassington, Matlock,  
Derbyshire,**

**DE4 4HP.**