

PRIVACY POLICY

Updated 23rd May 2018 – inline with new GDPR rules

At Rosemary Cottage, we are committed to protecting your privacy and meeting the requirements of applicable data protection legislation. This privacy policy explains:

- what personal data we collect about you;
- why we collect that personal data;
- who we share your personal data with;
- why we might contact you and how you can change that;
- where we use your personal data;
- how we keep your personal data secure; and
- the rights you have in relation to your personal data.

Our Terms of Use and Privacy Policy offers you a thorough explanation regarding your personal data provided to us or any data we may collect from you.

This Privacy Policy is updated from time to time; therefore, it should be reviewed occasionally.

When we talk about "personal data" in this policy, we mean any information which could be used to identify you, either directly or indirectly, for example in combination with any other information we may hold about you.

This privacy policy covers our use of your personal data which we collect about you during any interaction you may have with us. It covers the collection of personal data in-store, via the Rosemary Cottage website (www.rosemarycottage-sennen.co.uk) (the "Website"), and from our pages on third party social media channels such as Facebook, Twitter, Pinterest, Instagram, YouTube and so on.

Please read this privacy policy carefully to understand our practices regarding your personal data. If you have any questions, comments or concerns about any aspect of this privacy policy, please contact us at cottage@holford.eclipse.co.uk or +44 (0) 1722 325928.

Personal data collected by Rosemary Cottage

We may collect and use the following categories of personal data about you:

(1) Personal data you share with us

When you place a booking or make an enquiry, we may ask for (one or more of) your name, email address, address and telephone number.

(2) Personal data we collect about you

We collect some personal data, as well as other information in the form of anonymous or aggregate statistics, when you use our Website. We may collect:

- IP address;
- MAC address;
- other browser-generated information, e.g. browser type, operating system, date and time of access, how long a person looks at a website, what they look at etc; and
- location information.

We collect some of this information using cookies. You can find more information on what cookies we use, how we use them, and your options for changing how we use them in the section below on "Cookies".

(3) Personal data we receive from other sources

When you interact with us, or use any of our pages on social media sites, such as Facebook, Twitter, Pinterest, Instagram, YouTube and so on, we may collect information about you which could include personal data. For example, when you "Like" a post on our Facebook page, or "Follow" us on Twitter. Those social media sites will also have their own privacy policies explaining how they use and share your personal data. You should carefully review those privacy policies before you use those social media sites, to make sure that you are happy with them. This data is primarily anonymous usage data from Google Analytics.

Reasons for collecting personal data

(1) Personal data you share with us

We use the personal data you share with us to:

- send you information about Rosemary Cottage we think you might be interested about;
- send you information on any changes we make to our policies or terms.

(2) Personal data we collect about you

We use the personal data we collect about you to analyse how our Website is used, so that we can constantly improve the services that we offer.

Not all of the information used for these purposes is "personal data"; some of it is anonymised or used on an aggregate basis.

(3) Personal data we receive from other sources

We use the personal data we receive from other sources to develop an understanding of what people think about our services, so that we can constantly improve them. This data is primarily anonymous usage data from Google Analytics.

Sharing of personal data

We do not share the personal data you share with us with any third parties. However, in the future, we may share your personal data with certain regulatory bodies, government and enforcement agencies, if we need or are requested to.

We may share personal data collected about you with social media channels, advertising networks and other third parties who help us to understand how our Website is being used, how well our advertising works, how we can improve, to provide ad measurement services and to target advertising (and in some cases we may allow those third parties to collect and receive data themselves for these purposes, which they may also collect from elsewhere on the internet and other apps). This information is collected using cookies and other similar technologies. You can find more information on what cookies and technologies are used, how they are used, and your options for changing how we use them in the section below on "Cookies".

If we decide to sell or buy any parts of our business, we may also need to share your personal data with the buyer of those parts of the business. In those circumstances, we will make sure that any new buyer will promptly give you details of how they will use your personal data, and your options for changing that.

Receiving contact from Rosemary Cottage & changing contact preferences

From time to time, we may send you e-mails relating to Rosemary Cottage services which we think you might like.

We will only send you e-mails with information in relation to, editorials and new additions to the Rosemary Cottage business if you have agreed that we can (sometimes referred to as an "opt-in").

We will also only share your personal data with third for them to send you marketing e-mails, if you have agreed that we can.

In any case, you can ask us to stop contacting you at any time by contacting us on cottage@holford.eclipse.co.uk or +44 (0) 1722 325928

Use of personal data by Rosemary Cottage

The personal data that we collect about you may be transferred to, accessed, used or stored in, a country outside the European Economic Area ("EEA"), either by us or by any of the third parties that we share your personal data with.

We will make sure that any transfer of your personal data by us or by those third parties, complies with the laws which apply to us. In any case, the transfer, access and use of your personal data will continue to be governed by this privacy policy.

By submitting your personal data, you agree to this transfer, access and use of your personal data outside the EEA.

Security of personal data

We care about your personal data and know that you trust us to keep it secure.

We use appropriate technical and organisational measures, including encryption, to protect your personal data, and review those regularly.

Unfortunately, the transmission of personal data via the internet is not completely secure. Although we will do our best to protect your personal data we cannot guarantee the security of your personal data on transmission via the internet.

We ask you not to share your passwords with anyone.

Personal data and your rights

You have the right to ask us to update and correct any out-of-date or incorrect personal data that we hold about you free of charge.

You also have the right to access any personal data that we hold about you.

If you would like to update, correct or access the personal data we hold about you, please contact us on cottage@holford.eclipse.co.uk or +44 (0) 1722 325928.

Third party sites

Our Website may contain links to other websites and social media sites operated by third parties. Please note that we have no control over how those third parties collect and use your personal data. Those third party sites may have their own privacy policies. You should always read the privacy policy of each website you visit carefully.

Cookies

Our Website uses cookies to collect information about you, including some personal data. "Cookies" are small data files which are placed on your device via your web browser when you visit the Website. Any personal data collected by those cookies will be used in accordance with this privacy policy.

You can find more information on what cookies we use, how we use them, and your options for changing how we use them in the section below on "Cookies".

Changes

From time to time we may make changes to this privacy policy. If we decide to do so we will post the changes on our Website so that you are always aware of what personal data we collect about you, and how we use it. If we need to, we will e-mail you with details of those changes and/or ask you to confirm that you are happy with them.