

Ocean View - Privacy Policy

We respect the privacy of our guests and are committed to ensuring that your privacy is protected. When you supply any personal information to us we have legal obligations towards you in the way we deal with that data. This privacy policy sets out how we collect and use any information that you provide to us.

Who are we?

Andrew and Amanda Ackland of 1 Woodward Close, Claygate, Surrey, KT10 0EG.

By contacting us, using our services or visiting our website, which is owned and controlled by us, you are accepting and consenting to the practices described in this policy unless you inform us otherwise.

What information do we collect?

The personal data we collect will be limited to what is necessary for the purposes of enquiries about Ocean View or to make a booking. We may collect the following personal data:

- Personal details such as name, title, gender and age
- Contact data such as email address, telephone numbers, postal address and postcode.
- Other information relevant to your booking such as bank details so we can return your deposit.
- Technical data when a user connects to our website that is not personally identifiable, such as Internet protocol (IP) address, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform.

Information we receive from other sources

We may receive information about you from third parties such as online travel agents or booking engines. When that data is collected from you, you should be informed by those third parties at that stage that it may be shared internally by us and combined with data collected from multiple sources.

How do we use your personal data?

We may process your information for the following reasons:

- Internal administrative purposes and legal requirements. Your personal information will be kept on our booking system for 7 years.
- To ensure that we can fulfil your booking successfully. This may include contact by: post, telephone, email and text message.
- To correspond with you about your booking, following your departure.
- To improve our products and services.
- To ensure that content from our website is presented in the most effective manner.

Our legal basis for processing your personal data

We may process your personal data:

- Where such processing as is necessary in order to perform any contract between us or comply with any legal obligation.
- To contact and communicate with you or provide you with any information or services you request.
- In accordance with your explicit consent.

- Having a legitimate interest in processing your personal data, which does not interfere with your rights to privacy.
- Where such processing is necessary for the purposes of the legitimate interests pursued by third parties such as booking engines.

Who do we share your information with?

The recipients or categories of recipients of your personal data include third party processors and service providers who provide services on our behalf that involve them in processing personal data for which we are the controller. Examples include banks and technology support providers who will be provided with, or who will require access to, limited amounts of personal data in order to fulfil their roles for us.

The data that we collect from you may be transferred to, and stored at a destination outside the European Economic Area. By providing us with your personal data, you agree to this transfer, storing and/or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Links to other websites

This site contains links to other websites. We are not responsible for the privacy practices or content of such websites. To ensure protection of your privacy, always review the privacy policy of the sites you visit by linking from our website.

Your information rights

You have the right to be informed about the collection and use of your personal data. The right of access to and rectification or erasure of personal data or to restriction of processing concerning you or to object to our processing of the data as well as the right to data portability.

If we are relying on your consent to process data, you may withdraw your consent at any time by contacting: Andrew Ackland at OceanViewInfo@btinternet.com or write to 1 Woodward Close, Claygate, Surrey, KT10 0EG.

You have the right to complain to the Information Commissioner's Office about the manner in which we process your personal data.

How long will your personal data be kept by us?

The personal data will be stored for 7 years following the end of the year that you cease to be a client or supplier to us.

Changes to this Privacy Policy

We may change this Privacy Policy from time to time, you should check this notice on our website occasionally, in order to ensure you are aware of the most recent version.

Last updated May 2018.