

Argyll Self Catering Privacy Statement 2018

Dated: May 2018

Who is responsible for managing my information?

Argyll Self Catering Holidays and all websites and brochures operated by

Argyll Self Catering Holidays

145A Alexandra Parade,

Dunoon,

PA23 8AW

United Kingdom

This is our Privacy Notice and it explains how we collect, use, share and protect your personal data.

We are responsible for the collection and proper management of any personal information you submit. We will keep your personal details secure and use the information you provide consistently with applicable privacy and data protection laws and the terms of this Privacy Notice.

Argyll Self Catering have appointed Mr Iain Fleming as the Data Protection Officer. Any Queries in relation to the information contained in this policy should be address to Iain Fleming at the address above or via email to Info@argyllselfcateringholidays.co.uk

What information does Argyll Self Catering Holidays collect?

If you choose to make a booking through us or make queries about a potential booking we will collect details that you provide in relation to that booking or query. Information held is likely to include your name, contact details, payment details, information about your booking and any additional information we may need to help meet your specific requirements.

If you choose to let your holiday accommodation with us we will collect details such as your name, contact details, bank account details and details regarding the accommodation you wish to let which is stored within our booking system which is maintained and secured by our third party partner.

How do we use your information?

The information you provide may be used in a number of ways, for example:

- to enable us to complete your booking (if you are booking a holiday);
- to enable us to advertise your holiday accommodation, transfer payments due to you and to provide related support services (if you are letting your holiday accommodation through us);
- to manage customer service queries; and
- to help us to provide details or information you may have requested.

On what legal basis will we process your information?

Argyll Self Catering Holidays will always process your personal information on lawful grounds and in particular on the grounds set out below:-

Delivery of Our Contract for Bookings

If you make a booking through us we will use the details that you give to provide that booking to you. This information is likely to include your name, contact details, payment detail, information about your booking and any additional information we may need to help meet your specific requirements.

If you do not provide us with the information set out in this paragraph, then we may not be able to provide the booking or our letting services.

Legitimate Business Interest

We want to give you the best possible customer experience whilst respecting your privacy.

We may share your email address with our technology providers including Google, Facebook and others (acting as data processors) for them to use on our behalf in connection with the creation of marketing and promotion for us.

Google and Facebook may also use socio-demographic information about you to identify other people like you, with similar interests to present our marketing to. This socio-demographic information is not used for any other purpose nor shared with any other party. No information about other individuals identified from these networks is shared with us at any time.

We may also share your contact details with our third party review administrator(s) who may contact you to ask for your comments on the accommodation and/or services that have been provided.

Data privacy law allows this as part of our legitimate interest to provide our product to the highest level of quality

Legal Obligation

We may also use and disclose your personal data for compliance purposes, as required by any legal or taxation authority and to the extent that we are required to do so by law or regulation.

We may also use and disclose your personal data without your permission in connection with any legal proceedings or prospective legal proceedings, to legal and taxation authorities, to prevent crime and in order to establish, exercise or defend our legal rights.

How do you manage my information?

We will only transfer your information to service providers who help manage and maintain our systems within the UK, where we are satisfied that this is lawful and that adequate levels of

protection are in place to protect the integrity and security of any information being processed and in compliance with applicable privacy laws.

Updating Your Details?

If you would like to change any of your preferences relating to the way in which we may use your information for direct marketing, then please update your user preferences or send an email to Info@argyllselfcateringholidays.co.uk or contact us

Argyll Self Catering Holidays

145A Alexandra Parade,

Dunoon,

PA23 8AW

United Kingdom

Alternatively you can call on 01369 706364.

Information relating to your method of payment.

Argyll Self Catering Holidays do not hold or store payment information on its system including Credit and Debit cards. All financial information is maintained by our payment provider who operate as Data Processor on behalf of Argyll Self Catering Holidays. Our Payment Provider has been verified as complying with all legislation in regard to data compliance.

How long will we hold your information for?

We have a system of retention periods in place to ensure that your information is only stored whilst it is required for the relevant purposes or to meet legal requirements. Where your information is no longer required, we will ensure it is disposed of or deleted in a secure manner.

Your rights

You have the right to ask us at any time:-

- to confirm whether we hold any of your personal data;
- to send you a copy of any personal data that we hold about you;
- to correct any inaccuracies in your personal data and to add relevant details where the personal data we hold is incomplete;
- to delete (to the extent possible) any of your personal data, where we are required by law to do so;
- to stop processing your personal data, where we are required by law to do so;

- to let you have a portable copy of the personal data we hold about you, where we are required by law to do so;
- to stop processing any of your personal data that we process on the basis of our legitimate interests; and
- to stop sending you marketing material. However please note that we may continue to send you service related (i.e. non-marketing) communications, such as email updates

Where we process your personal data on the basis that you have given us your consent to do so then you may contact us at any time to withdraw your consent.

If you wish to exercise any of these rights or wish to object to our use of your personal information, please write to us at the address given below.

Mr Iain Fleming

Data Protection Officer

Argyll Self Catering Holidays

145A Alexandra Parade,

Dunoon,

PA23 8AW

United Kingdom United Kingdom.

Or by email to: info@argyllselfcateringholidays.co.uk

Does the notice apply to linked websites?

Our websites may contain links to other websites. This privacy notice only applies to this website so when you link to other websites you should read their own privacy policies.

How do we update this privacy notice?

We keep our privacy notice under regular review and we will place any updates on our webpage.

Who can I contact if I have queries about this privacy notice?

You can also contact us directly if you have any questions about our privacy notice or information we hold about you.

Mr Iain Fleming

Data Protection Officer

Argyll Self Catering Holidays

145A Alexandra Parade,

Dunoon,

PA23 8AW

United Kingdom United Kingdom.

Or by email to: info@argyllselfcateringholidays.co.uk

If you are dissatisfied with our handling of any complaint you also have the right to raise concerns with The UK Information Commissioner:

<https://ico.org.uk>