

Privacy and Cookie Policy

Your privacy is important to us and we are committed to protecting your personal data. This privacy notice explains what information we collect, how we use and share it and how you can contact us if you have a complaint or would like your information removed.

In general:

- We do not collect more information than is necessary
- We do not use your data for purposes other than those specified
- We do not share your data with third parties unless required in the ordinary course of providing you with the goods or services you have requested from us
- 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.

This Privacy Policy is applicable to the Nannerth Country Holidays website only. Once redirected to another website, such as our online booking management system, Supercontrol; or our online payment system Holiday Rent Payment (Yapstone), this Privacy Policy is no longer applicable and the privacy policy of the relevant website owner applies. We use SuperControl to manage our online booking process. We have a written contract with SuperControl to ensure that they will process your data on our behalf in compliance with all applicable Data Protection Laws. The relevant privacy policies can be reviewed here:

<https://supercontrol.co.uk/privacy-policy>

<https://www.yapstone.com/privacy-policy-international>

Other 3rd party services which use cookies are: YouTube, Google Analytics, MailChimp and Cloudflare.

What information do we collect?

If you make a booking, or make an enquiry about a potential booking, we will collect details that you provide in relation to that booking or enquiry. This information may include:

- Your name
 - Your address and postcode
 - Telephone / mobile number
 - Email address
- and any additional information we may need to help meet your specific requirements.

This information is stored securely using the following:

- Trusted third party service provider (our booking system managers)
- Secure server

You can browse our website without giving away any personal information, other than that collected by Google Analytics and Cookies. Google Analytics allows us to analyse how the website is accessed and used, helping us to improve the user experience. The information it gathers is mostly anonymous traffic data including browser information, device information and language.

Cookies allow us to collect information about how you browse and use our website, what pages you visit, how you entered the site and where you left it. This data is anonymous and not specific to you, yet helps us to make improvements to your web experience by identifying pages where more visitors may be exiting the website, or where visitors may be struggling to find necessary information.

By using and browsing the Nannerth Country Holidays Website, you consent to cookies being used in accordance with our policy. If you do not consent, you must disable cookies or refrain from using the site.

Our website also features plug-ins for easy sharing and following our social media pages, in particular Facebook and Instagram. If you click on these links, you will be taken to those networks with their own specific privacy policies, which you should read.

What we use your personal information for

While you can use our website without giving out your personal information, once you contact us via an email link, enquiry form or by phone, then the information you provide will be stored so that it is possible for us to contact you and respond to your queries.

If you make a booking with us, we will retain your booking information for five years for the Inland Revenue, but we recognise that personal data may not be retained indefinitely.

Personal and personal sensitive data is safely stored and retained in compliance with GDPR requirements and processing is limited. Our website employs security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage.

If you make a booking with us, then, when your booking is completed, you may receive an email from UpFront Reviews (part of our Supercontrol Booking Management System), to ask whether you would like to provide your opinion about your stay. If you choose to leave a review, this information will be anonymised if it is shared with any 3rd party.

Booking Payments

We use a third party provider, Holiday Rent Payment (Yapstone), to handle all holiday booking payments made by credit or debit card. It provides secured online payment processing and your payment details cannot be viewed by us, or any other outside party. If you are paying by online bank transfer, we provide you with our bank account details, but again, we have no access to any of your payment details, beyond notification from our bank that you have made the payment.

Marketing

We will only use your personal information to contact you with newsletters, marketing & research activities or promotional offers where you have subscribed to our mailing list, or where you have provided express permission for us to do so. Materials and other information that you provide will not be shared with any 3rd parties.

Contact Us

Under the General Data Protection Regulation (GDPR) you have the right to request:

- A copy of the personal information we hold about you and what we use it for (providing the rights and freedoms of others are not affected)
- That personal information we hold about you is updated or corrected
- That, under some circumstances, we stop using your personal information or remove it from our systems

If you believe that the information we have about you is incorrect, please contact us so that we can update it and ensure it is accurate. Or, if you wish to delete your data from our systems, please email us at info@nannerth.co.uk and we will do so immediately. In order to comply with your request, we may ask you to verify your identity.

Changes to this privacy statement

We retain the right to update, change and erase any part of this privacy statement at any time.

Nannerth Country Holidays is a small family run business on a working organic farm established in 1998. Currently we have three holiday properties on the farm.

Tel: 01597 811121 Or 07909 803544

Email: info@nannerth.co.uk