

Privacy Notice

This Privacy Notice explains how we at Ghyll Farm Bed and Breakfast use any personal information we collect about you.

What information do we collect about you

When you make an online booking with us your data is processed by our online booking portal (freetobook). You will be given an opportunity to view freetobook's privacy policy during the booking process.

When you book through an Online Travel Agent (Booking.com, Expedia etc.) You will be given an opportunity to view freetobook's privacy policy during their booking process.

When you make a telephone booking with us, we collect the names of all the guests who will be staying, the Home address, email address and telephone number of the person making the booking. We may also collect a debit or credit card number to take the deposit equal to 30% of your stay. We keep a paper diary which includes a record of the lead booker's surname and the number of guests only.

Any payment card details are entered directly into our secure online booking portal. Card data will be processed directly by secure PCI Level 1 compliant payment gateway providers. We do not take any written, digital or paper copies.

How we use the information we hold on you

We use your home address as part of the card payment processing to validate the card.

We will use your email address to send you confirmation of the booking and an email with more details on how to find us and other information you may find useful for your stay.

After your stay or after your balance payment you will receive an email confirmation that your balance has been paid. This email will contain a link to make a TripAdvisor review if you choose to do so.

We will not use your telephone number to contact you unless it for an emergency and/or we have been unable to contact you by email.

How is your data stored

All of the personal and debit/credit card data you supply us, as part of the booking process, is stored securely on a third party system, Freetobook.

Neither we nor Freetobook will share your information with any third party unless there is a legal reason for doing so.

Guest Registration

We are required by law to collect the following information on all our guests. We do this by asking you to complete a registration form on arrival.

For commonwealth guests; Name and nationality

For non commonwealth guests; Name, nationality, passport number, address of next destination

We will keep these forms safely in a locked filing cabinet. We are required to keep these registration forms for a year and show them to a police officer if they request to see them. We will destroy these forms 12 months after your stay.

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 email us at admin@ghyllfarm.co.uk

To Process your information as described above, we rely on the following legal bases:

Performance of a contract. The storage of your information may be necessary to perform the contract that you have with Ghyll Farm B & B.

Legitimate Interests. We may use your information for our legitimate interests, such as for administrative, fraud detection and legal purposes.

Third Parties

We use Wordpress to build our website to see their privacy notice and what information they collect visit <https://wordpress.org/about/privacy>

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. We do not collect cookies on our web page, but cookies may be collected by freetobook or an OTA.

Reviews

You may also be asked by freetobook to send feedback after your stay in order for the property to further improve their service. Your email address will be used for this purpose. If you complete a review it may be posted on the property website. However, no identifying details will ever be attached to a review posting.