

Pentre Getaways Privacy Policy

Our contact details

Name: Pentre Getaways

Address: Pentre Getaways, Llandyssil, Montgomery, Powys, SY15 6LJ

Phone Number: 07879336079

E-mail: info@pentregetaways.co.uk

Website: www.pentregetaways.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

How we get the personal information and why we have it

The personal information we process is provided to us directly by you for one of the following reasons:

- Direct bookings through email.
- Direct bookings through our social media pages.
- By sending an enquiry form from our website.

We use the information that you have given us in order to ensure that we can provide our guests with a lovely stay, and can leave the right amenities in the properties. We may collect personal data, so we are able to send emails to pending guests, keep a record of our relationship with guests, contact guests with offers, respond to complaints and to send any correspondence at all regarding a guests' stay.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@pentregetaways.co.uk.

(b) We have a legal obligation.

(c) We need it to perform a public task.

How we store your personal information

Your information is securely stored.

We keep your personal data for 5 years. We will then dispose your information by deleting emails, or messages from social media.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@pentregetaways.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@pentregetaways.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>