



This **Privacy Policy** sets out how we use and protect any information that you provide in respect of letting Timbers. We are committed to ensuring that your privacy is protected and the information which you provide will only be used in accordance with this **Privacy Policy**. This policy may change from time to time so please ensure that you have read the policy on our website when booking. This policy is effective from November 2013.

If you have any queries about this **Privacy Policy** or our treatment of your personal information then please email us at: [enquiries@stayattimbers.co.uk](mailto:enquiries@stayattimbers.co.uk).

### 1. What personal information do we collect?

We collect, store and use the following kinds of personal information in respect of booking a stay at Timbers:

- Name of person making the booking
- Contact information (phone, address, email) of person making the booking
- Arrival and Departure dates
- Number of guests
- Confirmation that the Terms and Conditions have been read.
- Specific Requirements (optional)
- Payment method (eg: cheque/bank transfer/PayPal) and details (eg: amount, name, account details).

We collect, store and use the following kinds of personal information in respect of notifying you of any special offers related to staying at Timbers that you have provided explicit consent to be contacted about:

- Name of person
- Email address
- Date Consent to content granted
- Method of Consent notification
- Date Consent removed
- Method of Consent removal notification

### 2. How we collect the personal information

We collect the personal information in respect of booking a stay at Timbers from either:

- The **Booking Form** which is completed on our website and transmitted via a secure email (TLS).
- The **Booking Form** which is printed completed and sent to us by post.
- The **Independent Cottages enquiry form** which is completed on the Independent Cottages website and emailed to us. Note that the collection and processing of this information is subject to the **Independent Cottages Privacy Policy**.

We collect the personal information in respect of explicit consent, or not, for you to be contacted by us for notification of special offers at Timbers from either:

- The **Booking Form** which is completed on our website and transmitted via a secure email (TLS).
- The **Booking Form** which is printed completed and sent to us by post.
- Submitting a specific request to Subscribe to such notifications on our website which is transmitted via a secure email (TLS).
- Submitting a specific request to Un-Subscribe by responding to a notification.



### 3. Why we require this personal information?

The personal information is necessary to enable us to process your booking for Timbers and to ensure that the **Terms and Conditions** for its use are not infringed. If the personal information is missing or incomplete then this could delay you're booking a stay at Timbers.

Under the Data Protection Act (and its subsequent **General Data Protection Regulation** (GDPR) our Lawful Basis for capturing and processing this data is Contract for booking and Consent for notifications as we require this information to:

- Enable us to confirm that Timbers is available for your required dates.
- Enable us to process the booking, take payment and fulfill the contractual obligations of such a booking as set out in our **Terms and Conditions**.
- Enable us to process payment and any returns.

The personal information related to explicit consent is necessary to enable us:

- Contact you via the email address you have provided from time to time with special offers related to staying at Timbers
- Not bother you with emails that you have not requested, or no longer wish to receive.

### 4. How we store and process this personal information?

We are committed to ensuring that your privacy is protected and that the information we ask you to provide will be managed securely and will only be used in accordance with this privacy statement. In processing the personal information we use a variety of systems which include:

- A password protected computer which holds:
  - A password protected folder holds all Booking Forms and related information
  - A password protected file within the folder contains all information related to explicit consent
- Email server
- Locked cabinet
- Bank transaction (record of payment method and amount)

We hold personal information for the minimum amount of time to allow us to manage your booking or keep you informed of special offers. Typically we hold booking related information for 1 month after your departure date and if you ask to be removed from receiving special offer notifications then we hold this information for 2 months after notification.

When personal information is no longer required to be stored we physically delete it, including clearing out emails and electronic 'trash' folders and we shred any paper based information we have received from you such as the Booking Form.

### 5. Controlling your personal information

If you believe that any information we are holding on you is incorrect or incomplete, please provide us with your name and email address, and the information which is incorrect, and either:

- Write to us at the following address and request to 'Personal Information update'  
Trustees of the Ivan Hyde Will Trust  
C/O Lizzie Hyde  
1 Wheatlands Cottage  
White Horse Lane  
Wokingham, Berkshire  
RG40 4NA
- email us at [enquiries@stayattimbers.co.uk](mailto:enquiries@stayattimbers.co.uk) with the words 'Personal Information update' in the email subject

Please contact us as soon as possible and we will promptly correct any information found to be incorrect.



## Privacy Policy for letting Timbers

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You may choose not to grant explicit consent to be contacted by us in respect of special offers for Timbers and if you have previously granted this consent you may change your mind at any time by providing us with your name and email address and either:

- Reply to a notification you have received with the words 'Unsubscribe' in the email subject.
- Write to us at the following address and request to 'Unsubscribe'  
Trustees of the Ivan Hyde Will Trust  
C/O Lizzie Hyde  
1 Wheatlands Cottage  
White Horse Lane  
Wokingham, Berkshire  
RG40 4NA
- emailing us at [enquiries@stayattimbers.co.uk](mailto:enquiries@stayattimbers.co.uk) with the words 'Unsubscribe' in the email subject

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998 (subject access request) or indeed request that we delete such information. To do this please:

- Write to us at the following address, requesting to either receive 'Provision of personal information' or 'Delete personal information' and provide your name, address and email address:  
Trustees of the Ivan Hyde Will Trust  
C/O Lizzie Hyde  
1 Wheatlands Cottage  
White Horse Lane  
Wokingham, Berkshire  
RG40 4NA
- Include appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address). This information is solely used to help verify that we are dealing with the person to whom the information relates.
- There is a small fee of £10 for processing requests for personal information (subject access requests).

We will provide such information to you (subject access request), or provide confirmation that such information has been deleted, by post.

### 6. How you can make a complaint

If you believe there has been a data breach please contact the Data Controller (Lizzie Hyde) immediately so we can investigate if however you think we are not processing your personal data appropriately then you can register a formal complaint by contacting the Information Commissioners Office at <https://ico.org.uk/for-organisations/report-a-breach/>.

### 7. How we use Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We do not use cookies.



### 8. Links to other websites

Our website may contain links to other websites of interest. We do not pass any personal data to such websites and once you have used these links to leave our website, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this Privacy Policy. You should exercise caution and look at the privacy statement applicable to the website in question.

### 9 Data controller and questions about this Privacy Policy

The Data Controller responsible in respect of this **Privacy Policy** is Lizzie Hyde (see [ICO Data Protection Public Register](#)) and she can be contacted by either:

- [enquiries@stayattimbers.co.uk](mailto:enquiries@stayattimbers.co.uk).
- **07849 359675**
- write to us at the following address:  
Trustees of the Ivan Hyde Will Trust  
C/O Lizzie Hyde  
1 Wheatlands Cottage  
White Horse Lane  
Wokingham. Berkshire  
RG40 4NA

Please contact Lizzie with any feedback you have on this **Privacy Policy** so that we can make it as simple and easy to understand as possible.