



Privacy Policy

for Aberporth Coastal Holidays

This policy informs you of our processes regarding the collection, use and disclosure of Personal Information we receive from users of our website and social media sites. It also relates to data collected via email, telephone, written and face-to-face correspondence. By using our website and social media platforms you agree to the collection and use of information in accordance with this policy.

We are committed to protecting your privacy; we'll only use the information that we collect about you lawfully. We won't share your information with any other organisations for their marketing, market research or commercial purposes.

For the purpose of the General Data Protection Regulation 2018, the data controller is Aberporth Coastal Holidays.

When do we collect data from you:

- When you book a holiday with us via our website or through a third party booking service
- When you complete a questionnaire or disclaimer relating to our products and/or services
- When you request information and/or a quotation from us either via email, over the phone, face to face or via social media

- When you opt in, subscribe or register to receive marketing literature from us (e.g. newsletters, mailers, etc)
- When you enter a competition or promotion through us **and** opt in to receive marketing update from us
- When you enter a competition or promotion via a third party **and** opt in to receive marketing updates from us
- Via data capture devices (e.g. Google Analytics)

What information is collected:

Personal

We may ask you to provide us with Personal Information that can be used to contact or identify you. Personal Information may include, but is not limited to your name, address, email address and telephone number. We will only request personal information relevant to the service we are supplying.

Personal Information may be gathered when you register for newsletters and marketing updates and/or participate in competitions and promotions either through our own Sites or through a third party. We will only gather this information if we have your permission to do so.

When booking on behalf of others we will request basic personally identifiable information for these additional parties. This may include, but is not limited to, their name and age. This information will only be used for the purpose of the booking and will not be added to any marketing databases.

Financial

If you book a stay with us using a credit or debit card we will gather your card details using a secure third party card payment processing company. This is currently [Stripe](#) .

Preferences

We may ask you for information relating to your personal preferences in order to improve our customer experience. You are not obliged to supply this information.

Cookies

Cookies are files with a small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

Like many sites, we may use cookies to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Sites.

Third Parties

We have no control over, and are not responsible for, the privacy policies and practices of third parties. Data may be passed to us, with your express consent, by completing a form on a third party website. Before entering Personal Information via a third party website please review the website's own Privacy Policy.

We use these third party e-commerce sites for the sale of our services. This is currently <https://aberporthcoastalholidays.innstyle.co.uk/> operated by Innstyle.

We use a specialist card processing company for all bookings made by credit or debit card online or over the telephone. This is currently [Stripe](#)

How we use your Information:

Bookings and Sales of Products and Services

We will use the Personal Information you provide to fulfil any bookings placed by you.

We will use the Personal Information you provide to contact you if we need to discuss any aspect of your booking or purchase, make an amendment and/or cancellation.

We will only collect relevant data and the data that we collect will only be used for the purpose for which it is collected.

Third Parties

When making a booking or buying a product or service from one of our Sites you will be directed to an ecommerce site to complete the transaction. Your Personal Information captured by these third-party sites will be used solely to fulfil your booking or purchase.

When making a booking or purchase using a credit or debit card you will be directed to the website of a secure card processing company. The credit card processing company only uses this information to process payments in relation to your purchase.

We will not share your Personal Information with a third party without your prior consent.

We will not sell your Personal Information.

Innstyle is used (in conjunction with a third party payment interface - currently Stripe) for booking of accommodation through our website:

Booking system ~ [Innstyle Privacy Policy](#)

Payment system ~ [Stripe Privacy Policy](#)

We also advertise our properties through West Wales Holiday Cottages & Air BnB, so if you are booking via these websites you will need to visit their privacy policies:

[West Wales Holiday Cottages' Privacy Policy](#)

[Air BnB Privacy Policy](#)

Communications

If you have registered to be kept informed of fforest news, developments, promotions and special offers, we may use your Personal Information to send you newsletters, marketing and/or promotional materials which we believe may be of interest to you.

You can unsubscribe from our mailing list at any time by following the unsubscribe link found in our mailers or by emailing kelly@aberporthcoastalholidays.co.uk.

Consent

By disclosing Personal Information to us you consent to the collection, storage and processing of information in the manner described in this Policy.

Your Rights

Right of Access

You have the right to request access to the information we hold on record for you. We agree to respond within one month of such a request.

Right of Rectification

You have the right to request that information we hold on file for you be rectified if found to be incorrect. We agree to respond within one month of such a request.

Right of Erasure

You have the right to request that information we hold on record for you be removed from our systems if the Personal Information we hold is no longer necessary for the purpose for which it was originally collected or processed. We agree to respond within one month of such a request.

Security

Our security procedures for storing and disclosing customer details conform with the General Data Protection Regulation (GDPR).

Our website and correspondence sent out on our behalf may contain links to other websites.

We are not responsible for the privacy practices of the owners and operators of these sites.

We therefore encourage you to read the privacy policy on each site you visit prior to submitting personal information.

The security of your Personal Information is important to us, but no method of transmission over the internet, or method of electronic storage, is 100% secure. While we strive to use

commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

Changes to this Privacy Policy

We reserve the right to update or change our Privacy Policy at any time. The most recent version of this policy will be posted on this page and you should therefore periodically review this page to ensure that you are happy with any changes. Any major changes will be noted in the Change Log and an email will be sent to all those currently opted in to receive updates from us. Minor changes will be noted in the Change Log. Your continued use of our services after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

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