



# Stay Host Save

(L&H Properties & Management Services Ltd)

## Privacy Policy

**Effective January 2026**

Stay Host Save is committed to protecting your privacy and handling your personal data securely and transparently.

This Privacy Policy explains how we collect, use, store and protect your personal data when you:

- Visit our website
- Make a booking
- Complete online check-in
- Contact us
- Stay at one of our properties

## 1. Who We Are

L&H Properties & Management Services Ltd

Trading as Stay Host Save

**Business Address:**

656 Chesterfield Road, Sheffield, S8 0SB

We are the “Data Controller” for the purposes of UK GDPR.

If you have any questions about this policy, please contact:

 [info@stayhostsav.co.uk](mailto:info@stayhostsav.co.uk)

## 2. What Personal Data We Collect

We may collect and process the following categories of personal data:

### Identity Information

- Full name
- Date of birth
- Government-issued photo ID
- Selfie verification (where required)

## Contact Information

- Email address
- Telephone number
- Home address

## Booking Information

- Stay dates
- Number of guests
- Special requests
- Communication history

## Payment Information

- Card details (processed securely via third-party payment providers)
- Transaction records

## Technical Information

- IP address
- Browser type
- Device information
- Cookies and usage data

## 3. How We Collect Your Data

We collect personal data when you:

- Make a direct booking
- Book via an Online Travel Agent
- Complete online check-in
- Submit an enquiry form
- Contact us by phone or email
- Use our website

Certain information may be collected automatically through cookies and analytics tools.

## 4. Why We Use Your Data

We process your personal data under the following lawful bases:

### Contractual Necessity

- To confirm and manage your booking
- To communicate regarding your stay
- To process payments and deposits

### **Legal Obligations**

- Fraud prevention
- Compliance with insurance requirements
- Responding to lawful requests from authorities

### **Legitimate Interests**

- Protecting our properties from damage or misuse
- Preventing anti-social behaviour
- Improving our services
- Managing disputes and complaints

### **Consent (where applicable)**

- Marketing communications
- Optional updates and offers

You may withdraw consent at any time.

## **5. ID Verification**

For security and fraud prevention, we may use secure third-party identity verification providers.

ID documentation and verification data are processed securely and retained only for as long as necessary for compliance, fraud prevention and insurance purposes.

## **6. How We Share Your Data**

We may share your personal data with:

- Property owners (where we act as managing agent)
- Payment processing providers
- Identity verification providers
- Cleaning or maintenance contractors (where required)
- Legal or regulatory authorities (where legally required)

We do not sell or trade personal data.

## 7. Data Retention

We retain personal data only for as long as necessary:

- Booking and financial records: up to 6 years (for accounting and legal compliance)
- ID verification data: retained only for fraud prevention and compliance purposes
- Marketing data: until you unsubscribe

When no longer required, data is securely deleted or anonymised.

## 8. Data Security

We implement appropriate technical and organisational measures to protect your personal data, including:

- Secure payment gateways
- Encrypted data transmission
- Restricted system access
- Password-protected booking platforms

While we take security seriously, no online system can be guaranteed completely secure.

## 9. Your Rights Under UK GDPR

You have the right to:

- Access your personal data
- Request correction of inaccurate information
- Request deletion (where applicable)
- Restrict or object to processing
- Withdraw consent
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise your rights, contact:

 [info@stayhostsav.co.uk](mailto:info@stayhostsav.co.uk)

ICO Website: [www.ico.org.uk](http://www.ico.org.uk)

## **10. Cookies**

Our website uses cookies to:

- Improve website functionality
- Analyse performance
- Support booking processes

You can manage cookie preferences through your browser settings.

For further details, please see our [Cookie Policy](#).

## **11. International Data Transfers**

Where third-party providers operate outside the UK, we ensure appropriate safeguards are in place in accordance with UK GDPR.

## **12. Changes to This Policy**

We may update this Privacy Policy from time to time.

The most current version will always be available on our website with the updated effective date.