

Cross Farmhouse Privacy Policy

Our contact details

Name: Timothy Wines

Address: 87 North Road, Poole, Dorset, BH14 0LT

E-mail: bookings@crossfarmhouse.com

The type of personal information we collect

We currently collect and process the following information:

- Name, address, contact details as required to make the booking.
- Paypal email address if used as a method of payment.

How we get the personal information and why we have it

All of the personal information we process is provided to us directly by you as necessary information in order to make a booking. This information is used solely to schedule your booking and to provide us with contact information should it be necessary.

This information is not shared with any third party.

Under the General Data Protection Regulation (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 us at the above mentioned contact details.
- (b) We have a contractual obligation.
- (c) We have a legal obligation.

How we store your personal information

Your information is securely stored on a server at Swallows Rest, Fordingbridge Road, Alderholt, SP6 3BB.

We keep your booking information for up to 1 year after your stay at Cross Farmhouse. We will then dispose your information by securely deleting from our database.

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 the above mentioned contact details 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 the address or contact details listed above.

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>