



Privacy Protection Policy

**St Michaels Coastal Cottages
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Introduction

St Michaels Coastal Cottages manage a number of second home properties on behalf of their owners and act as Agents on their behalf.

Either as a valued guest of St Michael's Coastal Cottages, or as someone who has enquired and requested details from us in the past, we may currently hold your data in our management system and marketing databases.

We would like to reiterate our commitment to storing and managing your personal data securely, complying with all existing data protection regulations and best practice. Our, Terms and Conditions and Privacy Protection Policy have been updated in line with this new regulation.

Within the terms of the Data Protection Act, any personal or financial information held by St Michaels Coastal Cottages will never be shared or sold by us to any third parties.

This Privacy Protection Policy is published on our website.

GDPR Registration

St Michaels Coastal Cottages have registered with the Information Commissioners Office as required by the General Data Protection Regulations (GDPR)

Data Controller:	Mrs Alison Elliott
Date registered :	25 January 2018
Registration Number	ZA308945

The following is a broad description of the way St Michaels Coastal Cottages process personal information:

Reasons/purposes for processing information

We process personal information to enable us as to carry out property management services; promote and advertise our services; take holiday bookings and payments from customers, maintain our own accounts and records; and support and manage our employees.

Type/classes of information processed.

We process information relevant to the above reasons/purposes. This may include:

- personal details
- financial details

We also process sensitive classes of information that may include:

- physical health details (disability related to ensure property is suited to individuals)

Who the information is processed about.

We process personal information about:

- customers and prospective customers
- professional advisers and consultants
- enquirers
- suppliers
- property owners
- employees

Who the information may be shared with.

We sometimes need to share the personal information we process with the individuals themselves and also with other organisations. Where this is necessary we are required to comply with all aspects of the Data Protection Act (DPA).

What follows is a description of the types of organisations we may need to share some of the personal information we process with for one or more reasons.

Where necessary we may share information with:

- business associates
- suppliers of goods or services
- financial organisations (for credit card or bank payments)
- debt collection and tracing agencies
- local and central government
- current, past and prospective employers
- other companies in the same group

If required by law we are obliged to share information with:

- ❓ local and central government
- ❓ police forces
- ❓ security organisations

Transfers

It may sometimes be necessary to transfer personal information overseas. When this is needed information is only shared within the European Economic Area (EEA). Any transfers made will be in full compliance with all aspects of the data protection act.

Keeping your information safe.

We treat the security of storing your personal information seriously. All data stored on our servers is kept secured to current PCI standards, a certificate of conformity is available if required.

How long do we keep your information?

We keep your information only if it is necessary. If we have entered into a contract with you and received payment for goods/services provided, it is necessary to keep your information for up to 7 years to satisfy HMRC tax regulations.

If you subscribe to a mailing list, the information is kept until you unsubscribe from the list. It is then irrevocably deleted. Subscribers to our marketing updates have the facility to unsubscribe at any time.

Access to your information and other rights.

You have a right to access the information that we hold about you and to receive a copy. You should submit your request to us in writing, by post.

You can also request us to:

- Correct any information that you believe is incorrect or incomplete
- Erase information we hold about you although you should be aware that for legal reasons (tax and accounting as mentioned above) we may be unable to erase certain information.

Updated May 2018