



Privacy Policy

At Round the Woods we respect your privacy and are committed to maintaining it. This policy discloses how we collect, protect, use and share information gathered about you.

This Privacy Policy was most recently updated in May 2018 and will be reviewed annually.

Information Collected and Use of Information

If you subscribe to our email newsletter we will ask for your name and email address. You can subscribe to our newsletter via the Subscribe to our Newsletter link on our website. We then retain your name and email address securely using Mailchimp and we use this information so we can keep in touch with you in our occasional newsletters (quarterly at the most) about exciting new developments and adventures at Round the Woods. Your information is retained securely on Mailchimp until you confirm you wish to Unsubscribe, at which point it will be deleted.

We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see MailChimp's privacy notice.

We do not share this information with any other third party.

You may Unsubscribe from our email newsletter at any time by following the Unsubscribe link on any of our newsletter emails. You can Subscribe again at any time.

You can additionally request to have your data removed from our records by emailing kate@roundthewoods.co.uk.

If You book a stay via our website, by email or over the phone

Our online booking system is provided by FreetoBook. They details their privacy policy on the booking landing page which can be accessed prior to making a booking for a stay at Round the Woods. For more information, please see FreetoBook's privacy policy. www.freetobook.com

When you arrange a booking, we will ask for the following personal information to enable us to arrange for your stay:

- Your name;
- Your email address to send your booking confirmation as well as useful information prior to your stay;
- Your billing and postal address for payment security;

- Telephone number to contact you about your stay and to send you a welcome message on the day of your arrival, enabling you to easily contact us with last minute questions and to inform us of delays. We may also use this for emergency purposes.
- First names of all guests on booking - for offering a personal greeting for guests which is sought via email or on the phone at the time of booking;
- Payment details:

We cannot see nor do we store your payment details for guests booking online or for payments made via an emailed payment link. Our booking system authorises payments and stores the details in an encrypted format. If you pay over the phone we enter the payment details straight into the SagePay payment gateway and do not store any payment details. Round the Woods is PCI compliant, which enables us to securely take payment details over the phone. We will never ask for payment details to be sent in an email and if you make a telephone booking but would prefer not to pay over the phone we can email you a payment link for you to pay securely online through SagePay.

The importance of security is of the utmost concern to us. When you book a stay on our website, the online payment system uses industry standard technology to encrypt and protect the personal information submitted to us, both during transmission and once we receive it. Payment data is routed through Sagepay, a payment gateway bank security and identity system to help protect the customer from fraud and identity theft. Please note, we are required to retain basic transaction data (except payment details as above) for a period of 5 years to comply with HMRC requirements. For these purposes we keep the lead guests' initial, surname and postal address.

We do not share any of your data with any third party, unless we are required to by law, for the fraud and identity check reasons detailed above.

How we share or Store Information

We do not sell email lists to anyone and will only collect personal data essential to your booking or glamping break with us. All our data is kept on secure sites and is password protected. Bookings are through fretobook.com, payments via SagePay and communications via Mailchimp as detailed above.

Booking details are annually downloaded from the password protected booking system and are stored in an excel spreadsheet that records our profit & loss details. This spreadsheet is password protected.

The guest diary holds some guest data including names, mobile number, and the region that they are coming from eg city or town. This enables us to keep track of bookings, make specific notes relating to a booking and also gives us ready access to guest names for their arrival and contact details in the case of an emergency.

We keep track of bookings on a wall calendar which records the surname of the lead guest and the # of guests alongside the corresponding dates. No identifiable details are recorded on this calendar.

Reviews:

We will use your email address to request feedback regarding your stay and use a third party, TripAdvisor, for this purpose. Reviews really help us to ensure we meet our guests' expectations and enable potential guests to get an idea of the guest experience at Round the Woods. If you complete a review it will be posted on the TripAdvisor website with no

identifying details. We may post TripAdvisor reviews on our website, facebook page, twitter and Instagram accounts. For more information please see TripAdvisor's [Privacy Policy](#). If you would rather not be contacted in this way please let us know and we will ensure that TripAdvisor does not access your email address

When someone visits our website www.roundthewoods.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which is anonymous. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

You are entitled to view, amend, or delete the personal information that we hold. Email your request to our data protection officer Kate Symonds on kate@roundthewoods.co.uk