

Saxon Villa

Privacy Policy & Terms and Conditions

This privacy policy sets out how *Saxon Villa Bed & Breakfast* uses and protects any personal information that you provide to us when you use our website or make an enquiry and/or booking with us by telephone.

We are committed to ensuring that your privacy is protected and hold the privacy of your personal information in the highest regard. Unless required by law, we do not pass any of your personal information to any other party, apart from the bank when taking credit card payments.

Should we ask you to provide certain personal information by which you can be identified when using our website, or by phone, then you can be assured that it will only be used in accordance with this privacy statement.

Information we collect

We collect your name, address and contact information, including email address when you contact us using our online booking enquiry form or when telephoning to enquire about or make a booking.

In addition to the above, when you make a booking by telephone, we record your credit card details for payment of the non refundable deposit of one night's accommodation.

What we use the information for

The information is only used by us to help provide our service to you. The following are typical examples of what we use the information for:

- Responding to your questions and comments
- Taking payment via credit card for the non refundable deposit
- Confirming any bookings and providing you with useful information
- Using the information to improve our products and services
- Periodically sending promotional emails about new special offers or other information which we think you may find interesting.

Links to other websites

Our website contains links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed

by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

Should you not wish for us to provide you with direct email marketing, please email us.

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held about you please email or write to us.

If you believe that any information we are holding about you is incorrect or incomplete, please email or write to us as soon as possible. We will promptly correct any information found to be incorrect.

We may disclose information when legally compelled to do so, or for the protection of our own legal rights. We may also disclose account information when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be violating our Terms and Conditions or to protect the safety of our users, guests and the Public.

Please note that your information will be processed and stored on our computer in the United Kingdom. To prevent unauthorized access, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect.

Please contact us if you require more information or explanation of our privacy policy. We may change this policy from time to time by updating this page. This policy is effective from 18th June 2010.

Des and Heather

Saxon Villa GDPR

This Privacy Notice explains how we at a Saxon Villa Bed and Breakfast use any personal information we collect about you.

What information we collect about you

When you make a booking with us we collect the names of all the guests who will be staying, the Home address, email address and telephone number of the person making the booking. We also collect a debit or credit card number to take a deposit of £40

How we use the information we hold on you

We use your home address as part of the card payment processing to validate the card.

We will use your email address to send you confirmation of the booking and an email with more details on how to find us and other information you may find useful for your stay.

After your stay you will receive an automatic email from our booking system asking you to fill in a feedback form. We also send you an additional email checking everything was ok with your stay and offering you ways to stay in contact with us by social media or email if you choose to do so.

We will not use your telephone number to contact you unless it for an emergency and/or we have been unable to contact you by email.

How is your data stored

All of the personal and debit/credit card data you supply us, as part of the booking process, is stored securely on a third party system, Freetobook.

Neither we nor Freetobook will share your information with any third party unless there is a legal reason for doing so.

Marketing

We would like to stay in touch with you to send information about the B&B, any special offers we may have or local events. We send occasional emails (normally no more than one a month) to people on our distribution list. The distribution list is managed by a secure third party, Mailchimp.

If you would like to receive these newsletters sign up at the bottom of our website, you may change your preferences or unsubscribe via Mailchimp at any time.

Neither we nor Mailchimp will pass your details onto any third party

Access to your information

You have the right to request a copy of the information we hold about you. If you would like a copy of this information please email us at info@saxonvilla.co.uk

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

You can set your browser not to accept cookies. See www.aboutcookies.org for more information.

The only people to have access to this data are B&B owners, Des and Heather Weston