



PRIVACY AND COOKIES POLICY

At Forest Way, we are committed to protecting and respecting your privacy. This policy sets out how we will treat any personal data we collect from you.

We collect personal information from visitors via an Online Booking and Messaging system, over the telephone and from paper based or other forms of media communications. The contents of this privacy policy will also apply to our Website www.forestwaywhiteloch.com, and also our Facebook and Instagram Pages (Forest Way White Loch). Visitors to the Website or Facebook/Instagram Pages can be assured that the protection of privacy and confidentiality are given the highest priority. All personal information is collected, held and used in strict compliance with the General Data Protection Regulations 2018.

Your Permission

By booking your stay at Forest Way either by booking directly with us or through a third party Bookings Handler or visiting our website (www.forestwaywhiteloch.com) or Facebook/Instagram Pages (Forest Way White Loch) and, where required, providing personal details, you agree to the collection, use and retention of your personal information for our appropriate business purposes as outlined in this Privacy and Cookies Policy. The information you give us may include your name, address, e-mail address and phone number.

We do not collect any personal information from guests other than information that is knowingly and voluntarily given. Should you wish, having given your consent, to withdraw at any time, you can do so by emailing forestwaylodgecolvend@gmail.com.

DETAILED ASPECTS OF THE PRIVACY AND COOKIES POLICY

1. Proper, legal handling of personal information and other data

We will handle all data correctly in relation to current legislation. We will ensure that the data held is accurate and will adhere to your rights.

2. Legal uses and purposes of information

The only data we will collect will be what is needed to perform our services. We will only use this information to administer our holiday let business and will not pass any details on to any third party

3. Ensuring the quality of data and information

Appropriate provision will be made to make sure the data held about you is sufficient but not more than necessary to perform the services requested. Provision will also be made to ensure data is up to date. When inaccuracies are found they shall be corrected and any out-of-date or uncorrected incorrect data shall be deleted. Where information is no longer required, it shall be removed and deleted.

4. Special arrangements for sensitive information

We will not seek data on your racial or ethnic origins, political opinions, religious or other beliefs, trade-union membership, physical or mental health, sex life or criminal convictions, except when legal requirements state or require otherwise.

5. The rights you have

You have the right to see any information we hold about you.

6. Information security

We will ensure appropriate measures to safeguard the information held from unauthorized access or improper use. All personal information will be stored in a secure, password protected location. Only authorised users who need the information will have access to this data. Steps have been taken to assure information security, on paper records, in computer systems, and any other storage media. These steps take the form of strong passwords on internet routers, computers protected by strong anti-virus protection which is kept up to date at all times

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our everything in our power to protect your personal data, we cannot guarantee the security of any data transmitted by you to us via email; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to prevent unauthorised access.

7. Changes and updates to Privacy and Cookies Policies

This policy may change depending on legislation, circumstances or new aspects to the business including new technology and improvements.

CONTACT DETAILS:

FOREST WAY,COLVEND,DG5 4QD

Tel 07740 200499

APPENDIX

CCTV

Closed Circuit Television Cameras are used at Forest Way solely for the purposes of Crime Prevention.