

ROCKET HOUSE PRIVACY POLICY



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Source: ICO Template

OUR CONTACT DETAILS

Name: Laetitia Webb
Address: Rocket House, Beach Road, Sea Palling, Norfolk, NR12 0AL
Phone: 07388440827
E-mail: norfolkbeachcottage@outlook.com

WHAT TYPE OF INFORMATION WE HAVE

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Medical information, if shared by you and relevant to your booking e.g. food allergies

HOW WE GET THE INFORMATION AND WHY WE HAVE IT

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Booking Rocket House
- Receiving our e-mail updates
- Making a Booking enquiry

We also receive personal information indirectly, from the following sources in the following scenarios:

- Third party booking agency bookings and enquiries

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting norfolkbeachcottage@outlook.com
- We have a contractual obligation
- We have a legal obligation (guest names for 12 months)
- We have a legitimate interest

WHAT WE DO WITH THE INFORMATION WE HAVE

We use the information that you have given us in order to

- Process your booking
- Communication with you about your booking inc contractual obligations
- Communication which may be of interest to you e.g. diary launch dates and promotional offers
- Analyse and review for market research e.g. booking source
- Seek your views or comments about our services

We may share this information with authorities required by law. We do not sell your data.

HOW WE STORE YOUR INFORMATION

Your information is securely stored in the password protected Bookalet CRM system and in files on password protected devices owned by Rocket House. We keep personal information for 5 years, if you have subscribed we keep this information until you unsubscribe. We will then dispose your information by deleting the information held on file.

CLOSED CIRCUIT TELEVISION (CCTV)

Please note we have CCTV externally at Rocket House for security. This is turned off remotely from check in until 10am on the day of your departure. CCTV is used to provide security. CCTV will only be viewed when necessary (for example, to detect or prevent crime). Footage is stored for a month, after which it is deleted.

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 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 information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the 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 norfolkbeachcottage@outlook.com if you wish to make a request.

HOW TO COMPLAIN

In the first instance please contact norfolkbeachcottage@outlook.com.

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