

# **Privacy Statement**

**Our privacy statement explains how we collect information, how we use it and if it is shared with third parties.**

**Marmaduke Cottage is a self-catering holiday cottage in Sancton East Yorkshire, providing short stay accommodation.**

**On enquiring about the property we first ask you the following questions,**

**Your name, your email address, your phone number, Dates required, Number of guests including children. Confirmation you are happy for us to contact you via phone or email.**

## **Booking**

**Once you have decided to book we will ask for a booking form to be completed,**

**This must include the following,**

**Your full name, as lead guest. All other guests full names (Guests outside the UK must provide their passport number)**

**Your Full address including postcode.**

**Your email address and phone number mobile and land line.**

**We take a security deposit which we ask for your bank details to return.**

**Confirm you are happy for us to contact you.**

## **What we use your information for.**

**So we can email you details of your booking, confirming price, dates and a copy of our terms and conditions.**

**Details about the property, parking, time of arrival and collection of keys. Also if you have requested information about the area or questions about the cottage.**

**You details will be used to remind you of payment dates and acknowledge receipt of payments.**

## **Departure**

**We will email you to say thank you for choosing Marmaduke Cottage, also to check if any issues or damage occurred during your stay. Within 48 hours we will notify you of the return of your security deposit (or retention of all or part) after inspection of the property.**

**We send no marketing materials, but our website could use cookies (not the nice chocolate ones)**

**Any bookings made via Holiday lettings, Tripadvisor, Homeaway or an online travel agent will be subject to their privacy rules.**

### **Storage of Data**

**This is held prior to your booking and during your stay, and will be removed from file within 7 days.**

**The only time we would disclose your details would be to a law enforcement agency, fraud agency and an insurance company in connection with any insurance claim.**

**The person registered to hold and have access to your data is Mrs Helena Ellis who is registered with the ICO.**

**Should you wish to know more about your rights, please contact Helena at [marmaduke\\_cottage@yahoo.com](mailto:marmaduke_cottage@yahoo.com) or [www.ico.org.uk](http://www.ico.org.uk)**

**You can ask us to show you the information we hold and request it be deleted but this does not override our legal legislative requirements.**