

PRIVACY POLICY

What information we collect about you

When you make a booking with us we collect the name of the guest making the booking along with an email address / phone number.

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, if that is how you pay for the balance of your booking.

We will use your email address to send you confirmation of the booking and with any other details / information that we feel you need or that you request from us. After your stay you may 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, supplying links to leave a review and offering you ways to stay in contact with us by social media should you wish to do so.

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. We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web traffic and improve our website. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

Links to other websites

Our website may contain 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

Dated: 15th May 2018

exercise caution and look at the privacy statement applicable to the website in question.

Marketing

Presently we do not contact anyone with marketing offers.

Guest Registration

We are required by law to request you to complete a guest registration form. We will keep these forms safely in a locked cabinet. We are required to keep registration forms for a year and show them to a police officer if they request to see them. We will destroy these forms 12 months after your stay.

Controlling your personal information

We will not sell, distribute or lease your personal information as previously noted. Your personal data is kept for a period of 12 months. It is only ever used to ensure that we can accommodate your needs during your stay, and for internal recording purposes. After 12 months all personal data will be deleted permanently.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to us at Straigona, Tankerness, Orkney, KW17 2QR.

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

COVID-19

We will collect guest contact information prior to arrival and this will be made available to the relevant bodies should we be requested to do so.