GDPR Privacy Policy for
Visit Peaks: Riverside House and Valley View Holiday Cottages

Visit Peaks constitutes Riverside House and Valley View holiday cottages and both are registered with the Information Commissioners Office (ICO) and follow their guidelines. The Data Controller is Wendy Boast.

Visit Peaks needs to gather and use certain information about individuals. These can include customers, suppliers, business contracts, employees and other people the organisation has a relationship with or may need to contact.

The main reason Visit Peaks needs to process your data is to be able to provide our services to you in providing short break and longer self-catering holiday cottage breaks in the Peak District.

This data protection policy ensures that Visit Peaks holiday cottages:

- Complies with the data protection law and follows good practice.
- Protects the rights of staff, customers and partners (e.g. suppliers).
- Is open about how its processes individual’s data.
- Protects itself from the risk of data breach.

Privacy

We only send out newsletters which you can safely unsubscribe from. It is easy to unsubscribe from our newsletters at any time by sending an unsubscribe request and this will take effect immediately. Only those who have requested to be on our newsletter lists from when GDPR came into effect will receive our newsletters (compliance completed May 2018).

We hold your data in relation to bookings that you have made and we are required to hold bookings data by law for a minimum of one year and financial data for 7 years. You can request that we delete your data from the system but please note that overriding legislation requires us to keep all booking information for one year and also that HMRC requires full financial data for 7 years. We hold data for tradespeople, housekeepers, contractors and suppliers that we are currently working with.

We do not require, hold or use sensitive personal data, such as race, religion, or political affiliations.

We may for compliance purposes under UK and European Law collect additional information such as nationality for non-UK citizens over 16 years of age. This information is only kept up until your stay with us.

Visit Peaks does not hold customers bank card numbers. If Visit Peaks was to start accepting credit card payments we would use a third party, such as WorldPay to deal with customer payments. Your financial data in paying for your booking with us is not stored on our computer and is not kept in paper files. It is kept securely with our bank.

When guests provisionally book online on our websites no financial information is captured. If you do not proceed with the provisional booking any information provided will not be retained.
Data on Visit Peaks customers is handled by Wendy Boast, the Data Controller only. Customer data is stored on a computer with appropriate firewall and anti-virus software.

If you provide information for a review on our House Guest book website pages or leave a review in our address books at the holiday cottages, we do not ask for information other than a surname and date of stay. No other data is collected for this purpose.

We will always respond personally to anyone who is worried or has a specific request about their Data.

The Data Protection Act 1998 gives you the right to access information held about you by us. This right can be exercised by you in accordance with the Act. Should you wish to receive details that we hold about you, please contact us wendyboast@visitpeaks.co.uk

Notification of data breach

The GDPR requires us to notify the Information Commissioners’ Office within 72 hours of first having become aware of the breach where that breach is likely to “result in a risk for the rights and freedoms of individuals”. For any breach, we are required to notify our customers, suppliers, housekeepers, tradesmen “without undue delay” after first becoming aware of a data breach.

Your Data

The web site does not require the use of cookies. It may set temporary session cookies though these are not essential for the operation of the web site and may be blocked by users without any adverse effect. Such session cookies are not monitored or used in any way by Visit Peaks holiday cottages.

Whenever you visit a page on the web site, information is sent to the web server, some or all of which may be routinely recorded in access logs. Those logs may be used by Visit Peaks or by third parties employed by Visit Peaks to analyse general usage patterns of the web site including, for example, which other web sites link to the web site and which web browsers users employ. Visit Peaks will not use those logs to track legitimate users of the web site.

Those logs, including IP and network addresses, may however be examined by Visit Peaks or by third parties employed by Visit Peaks in the course of solving technical problems or in identifying, investigating, analysing, preventing or stopping any form of disruptive, malicious or unauthorised use of (or suspected use of) or interaction with the web site.

Except as specified below, Visit Peaks will not contact individuals, businesses and other organisations directly by e-mail for marketing purposes.

If you would prefer to receive such marketing e-mails, please contact us to opt in.

In particular, if you contact us to opt in to marketing e-mails (by e-mail, using this web site or otherwise) and give us your e-mail address, in the future, we may use your e-mail address to send you information about any of our holiday cottages. If at any time in the future you change your mind, you can notify us by sending an e-mail to wendyboast@visitpeaks.co.uk including details of your e-mail address and the text "No future e-mails please".
In common with most other businesses, Visit Peaks employs third parties to provide web servers, e-mail servers and associated services including maintaining access logs and e-mail and other records. Such third parties may require access to those access logs and e-mail and other records for their own legitimate business purposes, including provision of such servers and services either to Visit Peaks in particular or more generally.

Except as set out above or as required by law, Visit Peaks will not release (or authorise the release of) any information capable of identifying an individual user (including IP and network addresses and e-mail addresses or information provided to Visit Peaks by e-mail or via its web site) held in access logs or e-mail or other records to a third party without the consent of any such identifiable individual.

Visit Peaks cannot, however, provide any absolute guarantee against unauthorised access to data. In particular, Visit Peaks does not have direct control over web servers and e-mail servers operated by third parties and, while Visit Peaks will use reasonable endeavours to prohibit and prevent unauthorised access, any party with access (or who can gain access by any means) to the third party web servers and e-mail servers may be able to access such data.