

Old Tom's Place and The Millhouse at Wyke Farm – Privacy Policy, May 2018

Kathryn Whitaker, is data controller for information relating to Wyke Farm communications.

Information which is retained:

-Names, postal addresses, mobile telephone numbers and other related personal information as divulged to me by confirmed guests and which is either necessary for me to discharge my duty of care to you as a customer/guest, or is imparted in order to enhance my understanding of how the accommodation will work best for your party.

Information is also held of booking enquiries which have not converted to a booking, since a booking may take months from point of initial enquiry to stay.

How this information is collected:

- This information is attained either from direct bookings from our website (www.wykefarmdevon.co.uk), from enquiry to our e mail address (info or bookings@wykefarmdevon.co.uk), from the limited information we obtain from our partners (www.kateandtoms.com, www.booking.com, www.airbnb.com, www.tripadvisor.co.uk/com), or from our booking system (Supercontrol.com)). Occasionally, information is noted directly into our booking system following verbal communication with guests.

How this information is used:

- Email addresses and telephone numbers are used to communicate with guests prior to stay and tailor make our offering to their needs.

Special Data:

- Payment is taken, either through our partner agents (they have confirmed that they are GDPR compliant and we receive no payment card information), verbally over the telephone (we try to discourage this, but some guests prefer to, in which case we process the payment using the worldpay software and then shred guest card details), or using the Supercontrol encrypted system. We have no facility to see the card details entered thereon.

Legal Basis for Retaining information:

All data is stored on our booking system (Supercontrol) for at least 6 years, in order to comply with accounting and taxation legislation. A printoff of guest by name of booker, date of stay and amount paid will be retained in hard copy in our accounting archive for the legally required length of time.

We are also bound by planning law to retain name, postal address and date of stay and will retain this information for ten years.

How this information is stored:

- This information is retained on my booking system and in my hard copy accounting files. The former is governed by password login and the latter is held in our locked office at Wyke Farm. We repeat, that no card information is held at any time.

Your Rights

- You have right of access to see and to rectify any information stored about you. We have adjusted our Supercontrol booking system to request future guests to consent to us communicating via e mail. But, for guests pre- 25 May 2018, we will not contact you, as we do not have your explicit consent.

It is not our policy to badger guests or enquirees with e mails, and the data we hold is simply in order to fulfil our obligations to you as a guest or possible future guest of ours. We may in future, to "post 25 May 2018" customers, choose to send you infrequent e mail offers or updates. This will be infrequent and only extended to those people who have opted-in to communications. We can only do so if you have booked direct with us, so if, after your stay, you wish to keep in touch, please let us know and we will make arrangements for your consent to be noted.

We cannot delete the data, as above, which is necessary to discharge our legal and accounting/taxation obligations and as per our own terms and conditions, require basic information as to who is staying in our property (these are our Ts and Cs, partly driven by insurance requirements, partly since the letting of OTP at Wyke Farm is very much a contract of good faith and we may have need to contact you immediately following your stay regarding damage incurred or chattels requiring repatriation).