

CASTLE HOUSE PROPERTIES LTD

Our Privacy Statement for Services Relating to Our Self-Catering and Holiday Accommodation

What type of information do we collect?

We receive, collect and store any information you enter on our website or provide us in any other way (for example by telephone, email or in person).

We also collect personally identifiable information (including name, email communications), comments, feedback and recommendations.

All the information that we hold is knowingly and voluntarily given by our guests or potential guests via our website enquiry forms, by telephone, e-mail or other written communication, or in person.

Where we are taking payment via debit/credit card we will normally provide you with a secure link so you can make an online payment via our payment provider, PaymentSense Limited. In these cases, you provide your debit/credit card details directly to PaymentSense. We do not hold or separately process this data.

Alternatively, you can make debit/credit card payments by providing your payment details to us by telephone. In these cases, we normally input the information directly to the PaymentSense Limited web terminal while you are on the telephone with us. We will not retain any separate record of your debit/credit card details.



The Offices
Castle House Farm
Berry Brow
Huddersfield
HD4 6TS

PHONE 07917 753296
EMAIL chp@castlehousefarm.co.uk
WEBSITE www.castlehousefarm.co.uk

Castle House Properties Ltd Registered Offices: The Offices, Castle House Farm, Berry Brow, Huddersfield. HD4 6TS
Registered in England No: 09283259

In all cases where you have made payment by debit/credit card, we can view limited information about your card and the transaction via PaymentSense Limited's secure web portal. This allows us to verify payments, protect ourselves from fraud and to reconcile our accounts. The data we can see includes the first four and last four digits of your card, the expiry date, the name on the card, the transaction amount, the card type, and whether the payment was successful.

How do we collect information?

When you make an enquiry or complete a booking on our website, we collect personal information you give us such as your name, address, email address, telephone numbers and reasons for your stay. Your personal information will be used only for the specific reasons stated below.

Why do we collect and process information?

We collect the Non-personal and Personal Information outlined above the following purposes:

- 1. To provide and operate the Services, that is to respond to booking enquiries, to make and confirm bookings, and to provide information and help to you before, during or after any stay you have with us;*
- 2. To be able us to contact our guests, or those who have made booking enquiries with general or personalized service-related notices and promotional messages;*
- 3. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;*
- 4. To comply with any applicable laws and regulations.*

How do we store, use, share and disclose our website visitors' personal information?

Our website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to promote our services via our website, and to handle booking enquiries, diary management and reservations process. Data that you input via our website (for example, in Contact Forms, or via our online enquiry system) may be stored through Wix.com data storage,

databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

We may also store your data on files on our own, local encrypted server and via encrypted, cloud based services hosted in the European Union. All storage methods are password protected. We will not sell your data to any third parties.

How do we communicate with our website visitors, our guests and people who make enquiries?

We may contact you to notify to discuss your requirements, your enquiry, your booking or for feedback following a stay with us. We may also contact you to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our Terms and Conditions, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, postal mail, fax or by other methods which are analogous to those listed in this section.

How do we use cookies and other tracking tools?

We do not collect any personal information from our visitors to our website other than information that is knowingly and voluntarily give. Anonymous information is collected, including the Internet protocol (IP) address used to connect your computer to the Internet; computer and connection information.

We also use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, your general location (for example, the town or city that you have connected to our website from) and methods used to browse away from the page.

How can you withdraw your consent for us to process your data?

If you don't want us to process your data anymore, please contact us at chp@castlehousefarm.co.uk or send us mail to: Castle House Properties Limited, The Offices, Castle House Farm, Berry Brow, Huddersfield, HD4 6TS.

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

