

**SYCAMORE COTTAGE
PRIVACY NOTICE AND
COOKIES**

Privacy notice

At Sycamore Cottage we aim to be transparent and provide accessible information to individuals about how their personal data will be used. We take the General Data Protection Regulation (EU) 2016 / 679 (“GDPR”) seriously and have updated our privacy notice to provide a clear and concise guidance in this regard. We operate as Data Controller for the information you provide to us. If you have any questions about the protection of your data, please contact us.

Source of your data

We receive information about you from you from your enquiries and bookings. For enquiries and/or bookings we will only collect the minimum information required for the purposes of being able to contact you and make an accurate record of the booking and process any payments relating to it. We do not receive or buy in lists of personal data from other sources.

Security of your data

We have taken all reasonable steps to ensure that we and our Data Processors adapt Industry standard security protection systems to ensure the security of your data. No personal data is stored in locations other than the EEA.

How we use your information This privacy notice tells you what to expect when we collect personal information. It applies to information we collect about:

- people who enquire about our services;
- people who use our services; and
- people whose services we use.

Data will only be stored for as long as it is needed. Unnecessary data will be erased.

Our website contains links to other websites of interest. You should note that we do not have any control over those websites, and so cannot be responsible for the protection and privacy of any information which you provide whilst visiting them.

People who enquire about our services

When you contact us we record this information to help improve efficiency and effectiveness. This information will include your name and your contact details for the purpose of being able to contact you.

When details such as your name and email address are submitted via a contact form or email, this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

People who use our services

We only collect personal data required to progress your enquiry or fulfill our services with you. We record this information to help improve efficiency and effectiveness. This information will include your name and your contact details for the purpose of being able to contact you and make an accurate record of the booking and process any payments relating to it.

People whose services we use

In order to carry out our services we hold information regarding those whose services we use, this information will include your name, organisation and contact details.

Access to personal information

We try to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request for any personal information we may hold you need to put the request in writing to the address provided below. If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us in writing.

Disclosure of personal information

We will not sell or rent your information to third parties.

We will not share your personal information with third parties for marketing purposes. Personal information will only be given to a third party when we are legally obliged to do so.

Anonymous data derived from cookies may be shared with third parties, but only for technical purposes, not marketing ones.

Complaints

We will endeavour to answer all your questions quickly and transparently, however if you are not satisfied you have the right to complain to the Information Commissioners Office (ICO) about our handling of your requests about the protection of your data. Follow the link below to report a concern to the ICO. <https://ico.org.uk/concerns/>

How to contact us If you want to request information about our privacy policy you can contact us through our contact form, by telephone or in writing to Sycamore Cottage, Front Street, Barrasford, Hexham, NE48 4AG.

Cookies

A cookie is a small file sent to your computer's hard drive by a web page that you visit. Cookies allow web applications to recognise your device (not you personally) as you move from one page on the site to another, or if you revisit the site within a certain period of time. If you express a preference on a web page, for instance, that preference can then be recalled in the future. A cookie in no way gives us access to other files on your computer or to any other of your device's functions.

We use traffic log cookies to compile statistics about the popularity of pages on our site and about how people have arrived here. This helps us improve our website. We only use this information for statistical purposes.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, however, you can usually modify your browser settings to decline or block cookies if you prefer.

What to do if you don't want cookies to be set

If you prefer, it is possible to block some or all cookies, or even to delete cookies that have already been set; but you need to be aware that some functions of the website might become inoperable. If you use the Internet Explorer browser, find out more info [HERE](#). If you use Firefox, see the information [HERE](#). If you are using Safari, see [HERE](#).

Acceptance of these terms

By using our website, you signify your acceptance of the terms of our privacy policy. If you do not agree to the terms of our privacy policy, please do not use our website. Your continued use of our website following the posting of any changes to our privacy policy will mean that you accept those changes.

The following table indicates which cookies we are using and what they do.

Cookie	ID	Purpose	Further info
Google Analytics	_utma _utmb _utmc _utmz	These cookies are used to collect information about how visitors use our site, which we use to help improve it. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.	Google Analytics privacy info Opting out of Google Analytics
CMS	PHPSESSID	This stores information anonymously merely to note whether visitors to the website are logged into the content management system or not.	
Cookie warning	cc_cookie_accept	This simply stores your acceptance of the warning about cookies on the website home page.	