

Privacy Policy

Here at Barnyard Luxury Dorset Retreat, we take your privacy seriously and only use your personal information to provide the products and services you have requested from us. We are the data controller in respect of any personal data we collect about you and we have appointed a data protection officer who is responsible for monitoring our data protection compliance.

We collect and process your personal information & data in the following ways:

If you contact us (by phone, email, text or otherwise), we may keep a record of our correspondence with you for our records.

We are also working closely with third parties (including for example, Online Travel Agents) and may receive information about you from them.

We may use your personal information & data in the following ways:-

To administer a booking or reservation

Send you emails or call you in relation to your stay

To contact you on departure to complete a questionnaire

To send you marketing & promotional emails should you opt in to this service.

Other communications for example responding to requests or general customer service

Sensitive personal data

We do not collect sensitive personal data (such as racial or ethnic origin, nationality, political opinions, religious beliefs, etc) unless it is volunteered by you. In order to tailor product offers to your circumstances we may sometimes ask for information such as your age or any disability that you may have. As with all data, it is entirely up to you to decide whether or not you are happy to provide this information. Sensitive personal data will only be used in order for us to fulfil our contract with you to provide the services that you have requested. We may use data provided by you to serve you better and meet your particular needs (for example, the provision of disability equipment). You do not need to provide us with personal information simply to browse our website.

Opt out

Marketing & Promotional e-mails provide a link at the end of the e-mail to unsubscribe from that service.

Please note that it is not possible to 'opt-out' of receiving communication from us which relates to your bookings or reservations.

Non-disclosure to third parties

We do not share your data with any other company for marketing purposes.

We may share your data with agencies such as law enforcement or governmental organisations where we are required to make such disclosures by any applicable law.

We may share your data with banks and payment providers, to authorise and complete payments.

We may pass your information to our third-party service providers, agents, sub-contractors and other associated organisations for the purposes of completing tasks and providing services to you on our or your behalf (for example to process payments and send you email). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

We work with carefully selected Online Travel Agents. When you enquire about or book with these third parties, the relevant third-party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. They will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third-party product providers will share required information about you with us (e.g. dates of stay) which we will use in accordance with this Privacy Policy. If you provide information on and use third-party sites, the privacy policy and terms of service on those sites are applicable. We encourage you to read the privacy policies of websites that you visit before submitting personal information.

Our website includes social media features, such as the 'Facebook Like button'. These features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the feature to function properly. Social media features and widgets are hosted by a third party. Your interactions with these features are governed by the privacy policy of the company providing it.

Children

Please note that we do not collect any personal information from children under 16 years of age and that no child under 16 should submit any personal information to us. Should we discover that any such personal information has been delivered to us, we will remove that information as soon as possible.

Retaining personal information

We retain personal information about you for the period necessary to fulfil the purposes outlined in this Policy, unless a longer retention period is required or permitted by applicable law. Where your information is no longer required, we will ensure it is disposed of in a secure manner.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

How we use cookies

Our website uses “cookies” which are harmless small text files that are placed on your machine to help the website provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser. Please note, if cookies are disabled, the online browsing experience may be limited.

We don't use cookies to track individuals or store sensitive information such as your name, address or credit card details.

IP addresses

We may collect non-personal information about your computer, including, where available, your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual. Your IP address is a number that your Internet Service Provider automatically assigns to the computer that you are using to access the Site. This number is identified and logged automatically in our server log files whenever users visit the Site, along with the time of each visit and the page(s) that were visited. Collecting IP addresses is standard practice on the Internet and is done automatically by many websites. We use IP addresses for purposes such as calculating Site usage levels, helping diagnose server problems, validation of a legitimate user session via Google® captcha and administering the Site. Please note that we treat IP addresses, server log files, and related information as Non-Personal Information, except when we are required to do otherwise under applicable law.

Getting in contact

If you would like to review, access, amend or update your information please contact:-

Heleena Reeves, Barnyard Luxury Dorset Retreat, Chetnole, DT9 6NY
Email: heleena.reeves@live.co.uk