

Privacy Policy Broomshaw Hill Farm

This is the privacy policy for this website: www.broomshaw.co.uk. Broomshaw Hill Farm B&B, Willia Rd, Haltwhistle, Northumberland, NE49 9NP. Throughout the document 'we', 'our', 'us' refers to Broomshaw Hill Farm B&B. It explains, for those who choose to use the website, how we comply with the GDPR (General Data Protection Regulation), the 1998 DPA (Data Protection Act) [pre GDPR enforcement] and the PECR (Privacy and Electronic Communications Regulations).

We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them and will not accidentally fall into the hands of a third party. As such, we take seriously the protection of your personal details, privacy and confidentiality. In the context of the law and this policy, "process" means collect, manage, store, use or otherwise act on information.

What information we collect about you

When you make a booking with us we may collect the name, home address, email address and telephone number of the person making the booking. During the stay we collect the names of all the guests over 16 years of age. For non commonwealth visitors, we are required to collect passport numbers and place of issue as well as the next accommodation details.

How we use the information we hold on you

We will use your email address to send you confirmation of the booking and an email with more details on how to find us and other information you may find useful for your stay.

If you have booked using the online booking system Freetobook, after your stay you will receive an email from our booking system asking you to fill in a feedback form. We also send you an additional personal email thanking you for booking with us. A review posted by you will also illicit a personal email response.

We will not use your telephone number to contact you unless for an emergency and/or we have been unable to contact you by email.

How is your data stored

We store debit/credit card data you supply us securely and never electronically. We do not store your information electronically.

All of the personal data you supply us, as part of the booking process, is stored securely by us or on a third party system, Freetobook.

Neither we nor Freetobook will share your information with any third party unless there is a legal reason for doing so.

Email communications collected during booking, prior to and following your visit are stored as long as is required by law in password protected electronic devices.

Guest Registration

We are required by law to collect the following information on all our guests. We do this by asking you to complete a registration form on arrival.

For commonwealth guests;

- Name and nationality

For non commonwealth guests;

- Name,
- nationality,
- passport number and place of issue,
- address of next destination

We will keep these forms safely in a secure environment. We are required to keep these registration forms for a year and show them to a police officer if they request to see them. We will destroy these forms 12 months after your stay.

Contact & communication with us

Users contacting us through this website do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use.

Email Mailing List & Marketing Messages

We do not operate an email mailing list program at this time.

Access to your information

You have the right to request a copy of the information we hold about you. If you would like a copy of this information please email us at broomshaw@hotmail.co.uk

Right to be forgotten

You have the right to ask for your details to be removed from our systems. However the Right to be Forgotten doesn't override any legislative requirement. We are required to register all guests who come to stay at our B&B (as outlined above) and keep this data for a year.

We are also required to keep financial records for 7 years, so guests cannot ask to be erased from these financial records.

Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

Use of cookies

This website uses cookies to better the users experience while visiting the website. As required by legislation, where applicable this website uses a cookie control system, allowing the user to give explicit permission or to deny the use of /saving of cookies on their computer / device.

What are cookies? Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

Users are advised that if they wish to deny the use and saving of cookies from this website on to their computer's hard drive they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors or use the cookie control system if available upon their first visit.