

Privacy and Cookies Policy

Frythens Cottages

Contact details

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The type of personal information we collect and why:

We currently collect and process the following information:

- *Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.*
- *All direct payment gateways offered by Wix.com/bookalet and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.*
- *When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.*

We may contact you to notify you regarding your booking, to troubleshoot problems with your booking if needed, to resolve a dispute, to collect fees or monies owed. For these purposes we may contact you via email, telephone, text messages, and postal mail.

Date: 08/04/2023

Our Wix site uses cookies for important reasons, such as:

- To provide a great experience for our visitors and customers.
- To monitor and analyze the performance, operation and effectiveness of Wix's platform.
- To ensure our platform is secure and safe to use.

For more information about what cookies are used and how to manage them please visit the link below:

www.allaboutcookies.org

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at fythenscottages@yahoo.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at frythenscottages@yahoo.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

