

## PRIVACY POLICY

This Privacy Statement applies to Casa Rosa and this website, [www.abruzzo.org.uk](http://www.abruzzo.org.uk). The Privacy Statement describes how we collect and use the information, which may include your personal data, which you provide to us either through this website or by other methods. It also describes the choices available to you regarding our use of your personal data and how you can access and update this data. We are committed to handling your personal data safely, securely and within the law.

The Data Controller is Joanna Mundy t/a Casa Rosa. The full contact details are at the bottom of this web page.

### DATA COLLECTION

#### What information do we collect about you?

If you choose to book accommodation with us or make queries about a potential booking we will collect details that you provide in relation to that booking or query. Information held is likely to include your name, contact details, information about people travelling with you, information about your booking and any additional information we may need to help meet your specific requirements.

The types of personal data that we collect include:

- Your name, email address, phone numbers, and home address;
- Guest stay data, including date of arrival and departure, number of guests.

### DATA WE COLLECT AUTOMATICALLY

When you visit our website details may be collected automatically including, but not limited to, your IP address, your type of browser, operating system and type of computer or other device. This information is anonymous: it does not identify you and it is collected for statistical and security purposes.

We may also collect data automatically through cookies. Cookies: We may obtain statistical information about your visit to our website by placing a cookie (a small data file) on the hard drive (or equivalent) of your computer or other device. This is a strictly necessary cookie to ensure correct operation of parts of the website. It does not identify you. Full information about cookies, and specific information about the cookies that we use, can be found in the Cookies page of our website at [www.abruzzo.org.uk/cookies.html](http://www.abruzzo.org.uk/cookies.html). This page also explains how you can disable cookies in your web browser, although if you disable cookies on our website, certain pages may not work correctly.

This cookie is set by the website that you visit. When it is first set, a random id is generated and stored in the cookie in order to avoid counting you as a visitor more than once (e.g. if you are on a mobile device and your IP address changes while you browse). Similarly to the is\_unique cookie, this cookie also stores a count of your returning visits. This website currently uses this cookie.

For information on how we use cookies, [www.abruzzo.org.uk/cookies.html](http://www.abruzzo.org.uk/cookies.html)

#### How did we get this information?

The information we hold has been supplied directly by you either by phone, email, letter, face to face or by other direct communication with you. No information we hold about you has been obtained from 3rd parties and we have never bought mailing or customer lists.

#### What information do we NOT collect about you?

We DO NOT collect sensitive personal data, or any other data not necessary for us to hold in the normal course of our business dealings with you. We do not knowingly collect information about anyone under the age of 18.

#### How do we use your information?

We use your personal data for the following purposes:

- To help us to provide details or information you may have requested.
- Reservations: We use your personal data to complete and administer your reservation.
- We may need to respond to and handle requests you've made.
- If you haven't finalized a reservation, we may email you a reminder to continue with your reservation. We believe this additional service is useful to you because it allows you to carry on with a reservation without having to search for the accommodation again or filling in all the reservation details from scratch.

#### On what legal basis will we process your information?

We will always process your personal information on lawful grounds and in particular on the grounds set out below:-

### **Performance of a Contract**

If you make a booking through us we will use the details that you give to provide that booking to you. This information is likely to include your name, contact details, payment details, information about people travelling with you, information about your booking and any additional information we may need to help meet your specific requirements.

If you do not provide us with the information set out in this paragraph, then we may not be able to provide the booking.

### **Why do we hold information about you?**

Our lawful basis for holding this information is one of contract and we need basic information about you for invoicing and your holiday with us, so that it can be referred to at a later date if we need to contact you about your holiday.

### **Legal Obligation**

We may also use and disclose your personal data for compliance purposes, as required by any legal or taxation authority and to the extent that we are required to do so by law or regulation.

### **How do we store this information?**

Your personal details are held electronically in our database and on paper records such as invoices.

### **Who do we share this information with?**

We have never shared any personal details to a third party and will never do so.

### **Do we sell your information to third parties?**

We have never sold any personal details to a third party and will never do so. The only exception to this would be in the event of the sale or transfer of Casa Rosa to a third party as a going concern.

### **How long will we hold your information for?**

We have a system of retention periods in place to ensure that your information is only stored whilst it is required for the relevant purposes or to meet legal requirements. Where your information is no longer required, we will ensure it is disposed of or deleted in a secure manner.

### **Your Data Protection Rights**

You have the right to update and correct the personal information we hold about you. You also have the right to request from us all personal information that we hold that relates to you, to request restriction of the processing of that data and to request that we delete that data or object to continued processing where it is excessive or no longer required for the purpose for which it was collected. If you have a complaint about the way in which we use your personal information you have the right to complain to the Information Commissioner ([www.ico.gov.uk](http://www.ico.gov.uk)).

### **Marketing**

Our marketing list is derived from our database and not from any other source. Therefore every recipient of our marketing emails would have rented Casa Rosa before. We do not market by phone, automated calls or SMS.

### **Does the notice apply to linked websites?**

Our website may contain links to other websites. This privacy notice only applies to this website so when you link to other websites you should read their own privacy policies.

### **Who can I contact if I have queries about this privacy notice?**

You can contact us directly if you have any questions about our privacy notice or information we hold about you.

All our information is below:

Joanna Mundy  
8 Ballard Close  
Ludlow  
Shropshire SY8 1XH

Or by email to: [jomundy@freeuk.com](mailto:jomundy@freeuk.com)

Or call on: 01584 878195