



Privacy Policy

We value you and your business and appreciate that you share your personal information with us. We take this responsibility very seriously and will treat your data with care and respect.

This is our Privacy Notice and it explains how we collect, use, share and protect your personal data.

We are responsible for the collection and proper management of any personal information you submit. We will keep your personal details secure and use the information you provide in accordance with applicable privacy and data protection laws and the terms of this Privacy Notice.

1. Who is responsible for managing my information?

Keswick Holiday Homes and all websites and brochures operated and/or produced in relation to it are owned by Keswick Holiday Homes Ltd

Registered Address:

Unit 3 Lakeland Business Park
Lamplugh Road
Cockermouth
Cumbria
CA13 0QT
United Kingdom ("we" or "us").

2. What information do we collect?

If you choose to make a booking through 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, 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 choose to let your holiday accommodation with us we will collect details such as your name, contact details, bank account details and details regarding the accommodation you wish to let.

We also collect website usage information and do this using "cookies". For further information about cookies and how we use them please see our Cookie Policy.

3. How do we use your information?

The information you provide may be used in a number of ways, for example:

to enable us to complete your booking (if you are booking a holiday);

to enable us to advertise your holiday accommodation, transfer payments due to you and to provide related support services (if you are letting your holiday accommodation through us);

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for statistical purposes when we evaluate our range of services;
to tell you about other products and services we think may be of interest to you (see below);
to manage customer service queries; and
to help us to provide details or information you may have requested.

4. 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 let your holiday accommodation with us we will use the information collect details such as your name, contact details, bank account details and details regarding the accommodation you wish to let to perform our agreement(s) with you.

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

Legitimate Interest

We may use your name and contact details to tell you about our own products and services which we think may be of interest to you. You can ask us to stop doing so at any time.

We may use some of your personal information for statistical purposes when we evaluate our range of services.

We may also share your contact details with our third party review administrator(s) who may contact you to ask for your comments on the accommodation and/or services that have been provided.

The above are done on the basis that they are in the legitimate interest of our company.

Legal Obligation

We may also disclose your personal data without your permission to the extent that we are required to do so by law or regulation.

5. Who will you share my information with?

In order to provide you with the products and services that we offer we may share your information with:

Owners of our holiday cottages

individuals who may be renting accommodation from you (if you are a holiday accommodation owner);

and

other third parties who we may need to work with to deliver services or fulfil travel plans on your behalf, for example, management companies, owner's associations, cleaning contractors.

We may also disclose your personal data without your permission in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend our legal rights.

We will not, without your express consent, supply your personal information to any third party for the purpose of their or any other third party's direct marketing.

6. Updating Your Details?

If you would like to change any of your preferences relating to the way in which we may use your information for marketing, then please update your user preferences or send an email to angela@keswickholidayhomes.co.uk or contact us at Keswick Holiday Homes Ltd, Mountain Lodge, Lonsties, Keswick, Cumbria, CA12 4TD United Kingdom.

Alternatively you can call on 01768 201042.

7. How long will we hold your information for?

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.

9. Your rights

You have the right to ask us at any time:-

to confirm whether we hold any of your personal data;

to send you a copy of any personal data that we hold about you;

to correct any inaccuracies in your personal data and to add relevant details where the personal data we hold is incomplete;

to delete (to the extent possible) any of your personal data, where we are required by law to do so;

to stop processing your personal data, where we are required by law to do so;

to let you have a portable copy of the personal data we hold about you, where we are required by law to do so;

to stop processing any of your personal data that we process on the basis of our legitimate interests; and

to stop sending you marketing material. However please note that we may continue to send you service related (i.e. non-marketing) communications, such as email updates

Where we have reached a decision that affects you by processing your personal data automatically then you have the right to speak to someone to discuss that decision.

We do not use your personal data for the purpose of profiling.

Where we process your personal data on the basis that you have given us your consent to do so then you may contact us at any time to withdraw your consent.

If you wish to exercise any of these rights, or wish to object to our use of your personal information, please write to us at the address given in paragraph 6 of this policy.

10. Does the notice apply to linked websites?

Our websites 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.

11. How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.



12. How do we update this privacy notice?

We keep our privacy notice under regular review and we will place any updates on our webpage.

If you are dissatisfied with our handling of any complaint you also have the right to raise concerns with The UK Information Commissioner: <https://ico.org.uk>